BellSouth Telecommunications, Inc.
333 Commerce Street, Suite 2101
Nashville, TN 37201-3300

guy.hicks@bellsouth.com

Guy M. Hicks
General Counsel

615 214 6301
Fax 615 214 7406

REC'D TN
REGULATORY AUTH.
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OFFICE OF
EXECUTIVE SECRETARY

November 30, 2001

VIA HAND DELIVERY

David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *Docket to Determine the Compliance of BellSouth Telecommunications, Inc.'s Operations Support Systems with State and Federal Regulations*
Docket No. 01-00362

Dear Mr. Waddell:

Enclosed are the original and thirteen copies of BellSouth's response to the Staff Data Request of November 21, 2001, requesting revisions to previously-filed matrices classifying each Tennessee process identified in Issue 1 into the categories identified in Issue 2 of Phase 1. The matrices have been revised by adding columns to identify the specific activity, process and system(s), by name, which are the subject of each test point and evaluation criteria listed on the matrices.

Copies of the enclosed are being provided to counsel of record.

Very truly yours,

Guy M. Hicks

GMH:ch
Enclosure

422785

CERTIFICATE OF SERVICE

I hereby certify that on November 30, 2001, a copy of the foregoing document was served on counsel for known parties, via the method indicated, addressed as follows:

[ ] Hand
[✓] Mail (Electronic)
[ ] Facsimile
[ ] Overnight

James P. Lamoureux
AT&T
1200 Peachtree St., NE, #4068
Atlanta, GA 30367

[ ] Hand
[ ] Mail
[ ] Facsimile
[✓] Overnight

James Wright, Esq.
United Telephone - Southeast
14111 Capitol Blvd.
Wake Forest, NC 27587

[✓] Hand
[ ] Mail
[ ] Facsimile
[ ] Overnight

H. LaDon Baltimore, Esquire
Farrar & Bates
211 Seventh Ave. N, # 320
Nashville, TN 37219-1823

[✓] Hand
[ ] Mail
[ ] Facsimile
[ ] Overnight

Henry Walker, Esquire
Boult, Cummings, et al.
P. O. Box 198062
Nashville, TN 37219-8062

[✓] Hand
[ ] Mail
[ ] Facsimile
[ ] Overnight

Jon E. Hastings, Esquire
Boult, Cummings, et al.
P. O. Box 198062
Nashville, TN 37219-8062

[✓] Hand
[ ] Mail
[ ] Facsimile
[ ] Overnight

Timothy Phillips, Esquire
Office of Tennessee Attorney General
P. O. Box 20207
Nashville, Tennessee 37202

[✓] Hand
[ ] Mail
[ ] Facsimile
[ ] Overnight

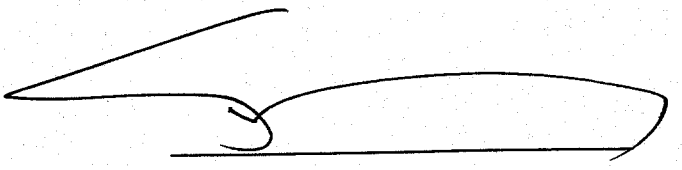
Charles B. Welch, Esquire
Farris, Mathews, et al.
618 Church St., #300
Nashville, TN 37219

[ ] Hand
[ ] Mail
[ ] Facsimile
[✓] Overnight

Terry Monroe
Competitive Telecom Assoc.
1900 M St., NW, #800
Washington, DC 20036

[✓] Hand
[ ] Mail
[ ] Facsimile
[ ] Overnight

Jack Robinson, Esquire
Gullett, Sanford, Robinson & Martin
230 Fourth Ave., N., 3d Fl.
Nashville, TN 37219-8888



REQUEST: BellSouth recently filed matrices classifying each Tennessee process identified in Issue 1 into the categories identified in Issue 2 of Phase 1, as ordered by the TRA in docket No. 01-00362. To assist the Authority with our review of BellSouth's Operational System Support, please revise the previously submitted matrices by adding the following columns:

1.) For each test point and evaluation criteria listed on the matrices identify the specific activity, process and system(s), by name, which are the subject of the test point or criteria.

The November 20th response to AT&T's Motion to Compel Filing of Matrix and to Strike Testimony states that, "BellSouth did not put these two lines [DOE/SONGS and the network operations in Tennessee, Georgia and Florida] because the topics were addressed so thoroughly in the pre-filed testimony." It is anticipated that, during the hearing, the Directors and the parties will use these matrices as a reference document. Therefore, it is essential that all systems and processes are included in the matrices.

RESPONSE: Please see the attached matrices developed in response to the Tennessee Regulatory Authorities request.

BellSouth Telecommunications, Inc.
TN Dkt No. 01-00362
Staff's 1st Data Request
November 21, 2001
Item No. 1
Attachment

ATTACHMENT ONE

PROCESSES, SYSTEMS AND PROCEDURES THAT SUPPORT BELLSOUTH'S WHOLESALE OPERATIONS IN GEORGIA, FLORIDA AND TENNESSEE

Florida Master Test Plan (MTP)

Performance Metrics Review

PMR1: Data Collection and Storage Verification and Validation Review

The objectives of this test are to determine the adequacy and completeness of key policies and procedures for collecting and storing performance data.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Collection of Data	Collection policies & procedures for CLEC and retail data	Adequacy and completeness of collection policies and procedures	The processes used for Data Collection and Storage Verification and Validation Review are BellSouth's Data Retention Policy	Yes	Yes	Yes
	Identification of collection points	Applicability of and measurability from control points	The processes used for Data Collection and Storage Verification and Validation Review are BellSouth's Data Retention Policy	Yes	Yes	Yes
	Existence of collection tools	Adequacy and scalability of data collection tools	The processes used for Data Collection and Storage Verification and Validation Review are BellSouth's Data Retention Policy	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Internal Controls	Adequacy and completeness of the internal control process	The processes used for Data Collection and Storage Verification and Validation Review are BellSouth's Data Retention Policy	Yes	Yes	Yes
Storage of Data	Storage policies & procedures for CLEC and retail data	Adequacy and completeness of storage policies and procedures	The processes used for Data Collection and Storage Verification and Validation Review are BellSouth's Data Retention Policy	Yes	Yes	Yes
	Identification of storage sites	Applicability of and measurability from control points	The processes used for Data Collection and Storage Verification and Validation Review are BellSouth's Data Retention Policy	Yes	Yes	Yes
	Existence of storage tools	Adequacy and scalability of data storage tools	The processes used for Data Collection and Storage Verification and Validation Review are BellSouth's Data Retention Policy	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
	Internal Controls	Adequacy and completeness of the internal control process	The processes used for Data Collection and Storage Verification and Validation Review are BellSouth's Data Retention Policy	Yes	Yes	Yes

PMR2: Metrics Definition and Standards Development and Documentation Verification and Validation Review

The objectives of this test are to determine the adequacy and completeness of key procedures for developing, documenting, and publicizing standards and definitions for performance metrics.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Metrics Definitions	Documentation of Metrics Definitions	Adequacy and completeness of Metrics Definitions	The processes used for Documentation of Standards Definitions are the Florida Interim SQM, Version 3.0	Yes	Yes	Yes
	Distribution of Metrics Definitions	Adequacy and completeness of the distribution of the Metrics Definitions		Yes	Yes	Yes
Standards Definitions	Documentation of Standards Definitions	Adequacy completeness of Standards Definitions	The processes used for Documentation of Standards Definitions are the Florida Interim SQM, Version 3.0	Yes	Yes	Yes
	Distribution of Standards Definitions	Adequacy and completeness of the distribution of the Standards Definitions		Yes	Yes	Yes

PMR3: Metrics Definition and Standards Change Management Verification and Validation Review

The objectives of this test are to determine the adequacy and completeness of key procedures for developing, conducting, monitoring, and publicizing change management of the performance metrics.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Change Management	Developing Change Proposals	Completeness and consistency of change development process		Yes	Yes	Yes
	Evaluating Change Proposals	Completeness and consistency of change evaluation process	The process used for Evaluating Change Proposals is the review of Change Control Board Meeting Notes	Yes	Yes	Yes
	Implementing Change	Completeness and consistency of change implementation process	The processes used for Evaluating Change Proposals are: • Review of Change Control Board Meeting Notes • Review of Team Connection reports	Yes	Yes	Yes
	Intervals	Reasonableness of change interval		Yes	Yes	Yes
	Documentation	Timeliness of documentation updates	The process used for Change Control Documentation is the Team Connection User's Guide	Yes	Yes	Yes
	Tracking Change Proposals	Adequacy and completeness of change management tracking process	The system associated with this activity is Team Connection	Yes	Yes	Yes

PMR4: Metrics Data Integrity Verification and Validation Review

The objective of this test is to determine the integrity of key procedures for processing the data necessary for the production of performance metrics.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Data Integrity	Transfer of data from point(s) of collection	Adequacy and completeness of the data transfer process	The systems associated with this activity are: • PMAP • BARNEY/ RADS	Yes	Yes	Yes
	Conversion of data from raw to processed form	Adequacy and completeness of the conversion policies and procedures	The systems associated with this activity are: • PMAP • BARNEY/ RADS	Yes	Yes	Yes
	Internal Controls	Adequacy completeness of the internal control process		Yes	Yes	Yes

PMR5: Metrics Calculations Verification and Validation Review

The objectives of this test are to determine the accuracy of recent metrics calculations and to verify that the metrics as produced by BST are consistent with its documentation and stated objectives.

Process Area	Sub-Process / Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Metrics Calculations	Accuracy of metrics calculations	Ability to recreate calculations of metrics values and retail analogs	The systems associated with this activity are: • PMAP • PMAP Website	Yes	Yes	Yes
	Documentation	Consistency between documentation and metrics programs	The processes associated with this activity are: • RDUM • PMAP User's Guide	Yes	Yes	Yes

Processes and Procedures Review

PPR1: Change Management Practices Verification and Validation Review

The objectives of this test are to determine the adequacy and completeness of procedures for developing, publicizing, conducting, and monitoring change management.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Change Management	Developing Change Proposals	Completeness and consistency of change development process	The processes used for developing change proposals are: • Change Control Process document • Change Request form; related requirements and/or specification documents • Acknowledge-ment notification (e-mail) • Validated change request • Change Control website • Industry notification via e-mail and web posting. The systems associated with this activity are: • EDI • TAG • TAFI • ECTA	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Evaluating Change Proposals	Completeness and consistency of change evaluation process	The processes used for evaluating change proposals are: • Change Control Process document • Clarification Notification (if required) • Pending change request notifications • Cancellation notification (if required) • Change review meeting • Charge request update - Change Control website • Change Request log • Preliminary size and scope on each pending change request • Candidate change request list The systems associated with this activity are: • EDI • TAG • TAFI • ECTA	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Implementing Change	Completeness and consistency of change implementation process	The processes used for implementing change are: • Change Control Process document • Candidate change request list • Change request log • Proposed release package • CLEC analysis • Approved release package • Scheduled change requests • Release package notification • Draft user requirements • Final user requirements • Documentation changes • Final specifications • Change Control meetings The systems associated with this activity are: • EDI • TAG • TAFI • ECTA	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Intervals	Reasonableness of change interval	The processes used for intervals are: • Change Control Process document • Project Plan • Approved release schedule • Candidate change request list The systems associated with this activity are: • EDI • TAG • TAFI • ECTA	Yes	Yes	Yes
	Documentation	Timeliness of documentation and notification updates	The processes used for documentation are: • Change Control Process document • Draft user requirements • Final user requirements • Documentation changes • Final specifications • Carrier notification letter – summary of changes; delivered via e-mail and web posting • BBR-LO document (website) • Change Request log The systems associated with this activity are: • EDI • TAG • TAFI • ECTA	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Tracking Change Proposals	Adequacy and completeness of change management tracking process	The processes used for tracking change proposals are: • Change Control Process document • Change Control meeting updates • Change Request log The systems associated with this activity are: • EDI • TAG • TAFI • ECTA	Yes	Yes	Yes

PPR2: Account Establishment & Management Verification and Validation Review

The objectives of this test are to determine the adequacy, completeness, and compliance with procedures for developing, publicizing, conducting, and monitoring account management. Additionally, account establishment and management practices will be compared with retail practices for parity, to the extent that specific retail analogs are identified.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Establishing an Account Relationship	Staffing	Appropriateness of roles and responsibilities	The process used in establishing the account relationship is outlined in the Account Team Procedures Document. There are no systems associated with this process.	Yes	Yes	Yes
		Capacity, coverage, and account allocation	The process used in establishing the account relationship is outlined in the Account Team Procedures Document. There are no systems associated with this process.	Yes	Yes	Yes
Maintaining an Account Relationship	Customer contact	Adequacy and completeness of procedures for responding to customer requests	The process used in establishing the account relationship is outlined in the Account Team Procedures Document. This topic is also addressed in the Account Team Rules of Engagement Package. There are no systems associated with this process.	Yes	Yes	Yes
	Intervals	Responsiveness to customer contacts relative to established interval standards	The process used in establishing the account relationship is outlined in the Account Team Procedures Document. There are no systems associated with this process.	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Escalation	Adequacy, completeness and effectiveness of escalation procedures	The process used in establishing the account relationship is outlined in the Account Team Procedures Document. There are no systems associated with this process.	Yes	Yes	Yes
	Routine and urgent customer communica-tions	Adequacy and completeness of communication and notification procedures	The process used in establishing the account relationship is outlined in the Account Team Procedures Document. There are no systems associated with this process.	Yes	Yes	Yes
	Customer documentation	Adequacy and completeness of procedures for developing, distributing, and maintaining customer documentation	The process used in establishing the account relationship is outlined in the Account Team Procedures Document. There are no systems associated with this process.	Yes	Yes	Yes
Account Management Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	The process used in establishing the account relationship is outlined in the Account Team Procedures Document. There are no systems associated with this process.	Yes	Yes	Yes

PPR3: OSS Interface Help Desk Functional Review

The objectives of this test are to:

- Determine adequacy, completeness and consistency of help desk processes
- Ensure help desk functions have effective management oversight
- Determine whether help desk escalation procedures are correctly maintained, documented and published
- Determine the existence and functionality of procedures for measuring, tracking, projecting and maintaining help desk performance
- Ensure existence of reasonable security measures to ensure integrity of help desk data and the ability to restrict access to parties with specific access permissions

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
Process Help Desk Call	Resolution of user question, problem or issue	Completeness and consistency of process	The processes used are: • EC Support Customer Procedures • CLEC Training Material The systems associated with this activity are: • TAG • EDI • RoboTAG • TAFI • ECTA • LENS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Close Help Desk Call	Closure posting	Completeness and consistency of process	The processes used are: • EC Support Customer Procedures The systems associated with this activity are: • TAG • EDI • RoboTAG • TAFI • ECTA • LENS	Yes	Yes	Yes
Status Tracking and Reporting	Status tracking and reporting	Completeness and consistency of reporting process	The processes used are: • Call Log • Daily Report of Open Tickets • CLEC Training Material The systems associated with this activity are: • TAG • EDI • RoboTAG • TAFI • ECTA • LENS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Problem Escalation	User and BST initiated escalation	Completeness and consistency of process	The processes used are: • EC Support Customer Procedures • CLEC Training Material The systems associated with this activity are: • TAG • EDI • RoboTAG • TAFI • ECTA • LENS	Yes	Yes	Yes
Capacity Management	Capacity planning process	Completeness and consistency of process	The processes used are: • Perfor-mance Reports The systems associated with this activity are: • TAG • EDI • RoboTAG • TAFI • ECTA • LENS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Security and Integrity	Data access controls	Security of process	The processes used are: • Represen-tative Job Description and Respons-ibilities • Training Package The systems associated with this activity are: • TAG • EDI • RoboTAG • TAFI • ECTA • LENS	Yes	Yes	Yes
Process Management	General management practices	Completeness and consistency of operating management practices	The processes used are: • EC Support Customer Procedures The systems associated with this activity are: • TAG • EDI • RoboTAG • TAFI • ECTA • LENS			

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Performance measurement process	Controllability, efficiency and reliability of process	The processes used are: • EC Support Customer Procedures • Perfor-mance Reports/ Metrics The systems associated with this activity are: • TAG • EDI • RoboTAG • TAFI • ECTA • LENS			
	Process improvement	Completeness of process improvement practices	The processes used are: • EC Support Customer Procedures The systems associated with this activity are: • TAG • EDI • RoboTAG • TAFI • ECTA • LENS			

PPR4: CLEC Training Verification and Validation Review

The objectives of this test are to:

- Determine the existence and functionality of procedures for developing, publicizing, conducting, and monitoring CLEC training
- Ensure the CLEC training effort has effective management oversight

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Training Program Development	Develop curriculum	Completeness of training curriculum and forums	The processes used are: • Professional Training Services Methods and Procedures • Training ROI The systems associated with this activity are: • TAG • TAFI • LENS	Yes	Yes	Yes
		Adequacy of procedures to respond to information about training quality and utilization	The processes used are: • Professional Training Services Methods and Procedures • Training Survey • Smile Sheet The systems associated with this activity are: • TAG • TAFI • LENS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
		Adequacy of procedures to accept CLEC input regarding training curriculum	The processes used are: • Professional Training Services Methods and Procedures • Training Survey • Smile Sheet The systems associated with this activity are: • TAG • TAFI • LENS	Yes	Yes	Yes
	Publicize training opportunities	Availability of information about training opportunities	The processes used are: • Professional Training Services Methods and Procedures • Instructor and Course List • Professional Training Services Program • Newsletter The systems associated with this activity are: • TAG • TAFI • LENS	Yes	Yes	Yes
Training Program Quality Assurance	Attendance/ utilization tracking	Adequacy of process to track utilization and attendance of various training tools and forums	The processes used are: • Professional Training Services Methods and Procedures • Attendance Sheet The systems associated with this activity are: • TAG • TAFI • LENS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Session effectiveness tracking	Adequacy of process to survey training recipients on effectiveness of training	The processes used are: • Professional Training Services Methods and Procedures • Post Training Survey • Smile Sheet The systems associated with this activity are: • TAG • TAFI • LENS	Yes	Yes	Yes
	Instructor oversight	Adequacy of procedures to monitor instructor performance	The processes used are: • Professional Training Services Methods and Procedures The systems associated with this activity are: • TAG • TAFI • LENS	Yes	Yes	Yes
Process Management	Performance measurement process	Controllability, efficiency and reliability of process	The processes used are: • Professional Training Services Methods and Procedures • Post Training Survey • Smile Sheet The systems associated with this activity are: • TAG • TAFI • LENS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Process improvement	Completeness of process improvement practices	The processes used are: • Professional Training Services Methods and Procedures • Post Training Survey • Smile Sheet The systems associated with this activity are: • TAG • TAFI • LENS	Yes	Yes	Yes

PPR5: OSS Interface Development Verification and Validation Review

The objectives of this test are to determine the adequacy, consistency and completeness of BST's methods and procedures for developing, providing and maintaining OSS interfaces. The test shall also evaluate the capacity management practices used by BST for its OSS interfaces and gateway systems.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Developing Interfaces	Interface development methodology	Adequacy and completeness of interface development methodology	The processes used are: • Software Development Processes and Procedures • CLEC Training • Interconnection Website-CLEC Guides • ECTA Information Guide The systems associated with this activity are: • TAG • EDI • RoboTAG • ECTA • TAFI • LENS	Yes	Yes	Yes
	Provision of interface specifications and related documentation	Adequacy and completeness of interface documentation distribution procedures	The processes used are: • Software Develop-ment Processes and Procedures • CLEC Training • Interconnec-tion Website-CLEC Guides The systems associated with this activity are: • TAG • EDI • RoboTAG • ECTA • TAFI • LENS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Enabling and Testing Interfaces	Interface enabling and testing methodology	Adequacy and completeness of carrier-to-carrier interface enabling and testing procedures	The processes used are: • Electronic Interface Implementation and Upgrade Communi-cation Plan • Testing Guidelines • Test Agreement • ECTA Information Guide The systems associated with this activity are: • TAG • EDI • RoboTAG • ECTA	Yes	Yes	Yes
	Availability of test environments and technical support to CLECs	Availability and adequacy of functioning test environments, testing protocols, production cutover protocols and technical support for all supported interfaces	The processes used are: • Electronic Interface Implementa-tion and Upgrade Communica-tion Plan • Testing Guidelines • Test Agreement • ECTA Information Guide The systems associated with this activity are: • TAG • EDI • RoboTAG • ECTA	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Interface enabling and testing support	Adequacy and completeness of interface enabling and testing procedural documentation	The processes used are: • Electronic Interface Implementa-tion and Upgrade Communica-tion Plan • Testing Guidelines • Test Agreement • ECTA Information Guide The systems associated with this activity are: • TAG • EDI • RoboTAG • ECTA	Yes	Yes	Yes
Maintaining Interfaces	Release management	Adequacy and completeness of interface enhancement and software release management protocols	The processes used are: • Change Control Processes and Procedures • Release Management Processes and Procedures • Defect Tracking Processes and Procedures The systems associated with this activity are: • TAG • LENS • EDI • TAFI • RoboTAG • ECTA	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
OSS Interface Capacity Management	Capacity management	Adequacy and completeness of capacity management practices for OSS interfaces and gateway systems	The processes used are: • Capacity Management Processes and Procedures The systems associated with this activity are: • TAG • LENS • EDI • TAFI • RoboTAG • ECTA	Yes	Yes	Yes

PPR6: Collocation and Network Design Verification and Validation Review

The objectives of this test are to:

- Determine whether CLECs have sufficient information and BST technical support to adequately prepare for and implement network designs and collocations
- Determine whether collocation and network design processes are well structured and managed to produce intended results
- Determine the existence and functionality of procedures for developing, publicizing, conducting, and monitoring trunk forecasting efforts with CLECs
- Verify integration of trunk forecasting procedures with BST facilities planning procedures
- Ensure the trunk forecasting effort has effective management oversight

Process Area	Sub-Process / Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Network design and collocation	Planning	Adequacy and completeness network design and collocation planning processes	The processes used for network design and collocation are: • Account Team Procedures – Account Team Information Package • Account Team Regional Collocation Coordinator Procedures • CLEC Contract • Collocation Handbook • INACC The systems associated with this activity are: • E-Application • Workbook Module	Yes	Yes	Yes

Process Area	Sub-Process / Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Project management	Adequacy and completeness of collocation project management procedures	The processes used for network design and collocation are: • Account Team Procedures – Account Team Information Package • Account Team Regional Collocation Coordinator Procedures • CLEC Contract • Collocation Handbook • INACC M & Ps The systems associated with this activity are: • E-Application (web based) • Workbook Module	Yes	Yes	Yes
	Resources	Availability and adequacy of resources and qualified technical support to facilitate collocation activities	The processes used for collocation resources are: • Formal Training • OJT • E-Application Employee User Guide • Interdepartmental M & P's	Yes	Yes	Yes
	Testing and implementation	Adequacy and completeness of network design and collocation testing processes	The processes used for testing and implementation are: • Performed by the INACC and CSCM groups of the Network Department. • CO Walk-thru	Yes	Yes	Yes

Process Area	Sub-Process / Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Trunk Forecasting	Forecast Development	Adequacy and completeness of trunk forecasting procedures	The processes used for trunk forecasting are: • Performed by the CCM • Wire Center Group • CLEC Forecast • Historical Data • Traffic Concepts Document – Industry Standard The system associated with this activity is: • NIW – Network Information Warehouse	Yes	Yes	Yes
	Forecast usage	Availability and integration of published trunk forecasts in BST facilities planning process	The processes used for forecast usage are: • Performed by the CCM The systems associated with this activity are: • NIW – Network Information Warehouse • PWS-Planning Work Station	Yes	Yes	Yes
Collocation Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	The processes used for collocation capacity management are: • Force-sizing models • Corporate Real Estate and Services Process Flow	Yes	Yes	Yes

PPR7: POP Manual Order Processing Evaluation

The objective of this test is to validate the processes and procedures used to support manual submission of orders for service.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Receive Orders for Manual Processing	Order Receipt and Logging	Completeness and consistency of process	The processes used are: • Documented in CDIA, LCSC Methods & Procedures. The systems used are: • LCSC fax server • LON	Yes	Yes	Yes
Process Orders Manually	Entry of Order into SOCS	Completeness and consistency of process	The processes used are: • Documented in CDIA, LCSC Methods & Procedures. The systems used are: • DOE • SONGS • SOCS • EXACT	Yes	Yes	Yes
Send Order Response	Delivery of error messages and queries	Completeness and consistency of reporting process	The processes used are: • Documented in CDIA, LCSC Methods & Procedures. The systems used are: • LCSC fax server • LON	Yes	Yes	Yes
	Delivery of confirmations and completions	Completeness and consistency of reporting process	The processes used are: • Documented in CDIA, LCSC Methods & Procedures. The systems used are: • LCSC fax server • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Status Tracking and Reporting	Status tracking and reporting	Completeness and consistency of reporting process	The processes used are: • CLEC reports available on the BellSouth Interconnection web site. The system used is: • LON • SOCS	Yes	Yes	Yes
Problem Escalation	User-initiated escalation	Completeness and consistency of process	The processes used are: • Documented in CDIA, LCSC Methods & Procedures. Systems are not used.	Yes	Yes	Yes
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	The processes used are: • Documented in BellSouth's force sizing model. • BellSouth Corporate Real Estate and Services Process Flow. Systems are not used.	Yes	Yes	Yes
Process Management	General management practices	Adequacy and completeness of processing management practices	The processes used are: • Documented in CDIA, ISO Quality System. The system used is: • ISO Action Request.	Yes	Yes	Yes
	Performance measurement process	Adequacy and completeness of manual order processing performance management practices	The processes used are: • Documented in CDIA, Performance Measurement Plan. The systems used are. • SOCS • LON • ACD	Yes	Yes	Yes

PPR8: POP Work Center Support Evaluation

The objectives of this evaluation are to:

- Determine completeness and consistency of work center/help desk processes and responses
- Determine whether the escalation procedure is documented and known to work center agents and management
- Determine the accuracy and completeness of procedures for measuring work center/help desk performance

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Respond to Help Desk Call	Answer call	Completeness and consistency of process	The processes used are: • Documented in CDIA, LCSC Methods & Procedures. The system used is: • ACD	Yes	Yes	Yes
	Interface with user	Availability of user interface	The processes used are: • Documented in CDIA, LCSC Methods & Procedures. The system used is: • ACD	Yes	Yes	Yes
	Log call	Completeness of logged information Log is kept in appropriate media for appropriate interval	The processes used are: • Documented in CDIA, LCSC Methods & Procedures. Systems are not used to log each call.	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Process Help Desk Call	Access to systems to observe user problems	Ability to access user records and transactions	The processes used are: • Documented in CDIA, LCSC Methods & Procedures. The systems used are: • LEO • LON • LNP Gateway • BOCRIS • SOCS • CABS • DOM • EXACT	Yes	Yes	Yes
	Resolve user question, problem or issue	Completeness and consistency of process	The processes used are: • Documented in CDIA, LCSC Methods & Procedures. The systems used obtain related information are: • LEO • LON • LNP Gateway • BOCRIS • SOCS • CABS • DOM • RSAG	Yes	Yes	Yes
Close Help Desk Call	Log closure information	Completeness, consistency, and timeliness of process	The processes used are: • Documented in CDIA, LCSC Methods & Procedures. The systems used to note relevant information are: • LEO • LON • LNP Gateway • BOCRIS • SOCS • CABS • DOM	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Monitor Status	Track status	Accuracy and completeness of status tracking capability Availability of jeopardy notification	The processes used are: • CLEC reports available on the BellSouth Interconnection web site. • Documented in CDIA, LCSC Methods & Procedures The system used is: • SOCS • LON • LEO	Yes	Yes	Yes
	Report status	Completeness and consistency of reporting process Accessibility of status report	The processes used are: • CLEC reports available on the BellSouth Interconnection web site. The system used is: • LON • SOCS	Yes	Yes	Yes
Request Escalation	Manage escalations	Consistency and completeness of procedure	The processes used are: • Documented in CDIA, LCSC Methods & Procedures. Systems are not used.	Yes	Yes	Yes
Manage the Help Desk Process	Provide management oversight	Completeness and consistency of operating management practices	The processes used are: • Documented in CDIA, Performance Measurement Plan. The systems used are. • SOCS • LON • ACD	Yes	Yes	Yes
Capacity Manage-ment	Capacity management process	Adequacy and completeness of capacity management process	The processes used are: • Documented in BellSouth's force sizing model. • BellSouth's Corporate Real Estate and Services Process Flow. Systems are not used.	Yes	Yes	Yes

PPR9: Provisioning Process Evaluation

The objectives of this evaluation are to:

- Determine completeness and consistency of provisioning processes and to verify that the processes and systems utilized to provision retail and wholesale orders are in parity
- Determine whether the provisioning processes are correctly documented, maintained, and published
- Determine the accuracy, completeness, and functionality of procedures for measuring, tracking, projecting, and maintaining provisioning processes performance
- Ensure the provisioning coordination processes have effective management oversight
- Ensure responsibilities for provisioning coordination processes performance improvement are defined and assigned

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Provisioning Process Parity	Order entry process (BST internal)	Consistency and repeatability as compared to Retail	The processes used are: • NISC methods and procedures The systems associated with this activity are: • SOAC	Yes	Yes	Yes
	Workflow management	Consistency and repeatability as compared to Retail	The processes used are: • NISC methods and procedures The systems associated with this activity are: • SOAC	Yes	Yes	Yes
	Workforce management	Consistency and repeatability as compared to Retail	The processes used are: • WMC methods and procedures The systems associated with this activity are: • WFA • LMOS • SWITCH	Yes	Yes	Yes
	Service activation process	Consistency and repeatability as compared to Retail	The processes used are: • NISC methods and procedures The systems associated with this activity are: • LFACS • SWITCH • TIRKS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Service design process	Consistency and repeatability as compared to Retail	The processes used are: • CPG methods and procedures The systems associated with this activity are: • TIRKS	Yes	Yes	Yes
	Assignment process	Consistency and repeatability as compared to Retail	The processes used are: • AFIG methods and procedures The systems associated with this activity are: • LFACS	Yes	Yes	Yes
	Service activation/ installation intervals	Consistency with Retail	The processes used are: • Documented in CDIA, LCSC Methods & Procedures • Documented in ORBIT, Retail Methods & Procedures • Products & Services Interval Guide on BellSouth Interconnection web site. The system used is: • DOE • SONGS • TAG • LENS • RoboTAG • RNS • ROS • DSAP	Yes	Yes	Yes
Support Provisioning Coordination Process	Provision orders requiring coordination with CLECs	Availability of personnel, procedures and methods Completeness and consistency of processes	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • WFA • CCSS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Request coordination	Completeness and consistency of processes	The processes used are: • Documented in CDIA, LCSC Methods & Procedures • BellSouth Business Rules for Local Ordering The systems used to request coordination are: • DOE • SONGS • TAG • LENS • RoboTAG • EDI	Yes	Yes	Yes
	Notification of provisioning schedule	Completeness and consistency of processes Timeliness of notification	The processes used are: • Documented in CDIA, LCSC Methods & Procedures • BellSouth Business Rules for Local Ordering The systems used to request coordination are: • DOE • SONGS • TAG • LENS • RoboTAG • EDI	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Coordinate provisioning	Completeness and consistency of operating management practice Controllability, efficiency and reliability of process Completeness of process improvement practices	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • CCSS • WFA log notes	Yes	Yes	Yes
Provisioning Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	The processes used are: • BellSouth Force Models	Yes	Yes	Yes

PPR10: Billing Work Center/Help Desk Support Evaluation

The objectives of this evaluation are to:

- Determine completeness and consistency of work center/help desk processes, documentation and responses.
- Determine whether the escalation procedure is correctly documented, maintained, published and followed.
- Determine the accuracy, completeness, and functionality of procedures for measuring and tracking work center/help desk performance. Determine the accuracy, completeness, and functionality of procedures for projecting resource needs and maintaining work center/help desk performance.
- Ensure accuracy and completeness of reasonable security measures to ensure integrity of work center/help desk data and the ability to restrict access to parties with specific access permissions.
- Ensure the work center/help desk effort has effective management oversight.
- Ensure responsibilities for performance improvement are defined and assigned.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Receive Help Desk Call	Answer call	Timeliness of call	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures. The system used is: • ACD	Yes	Yes	Yes
	Interface with user	Usability of user interface Availability of user interface	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures. The system used is: • ACD	Yes	Yes	Yes
	Log call	Existence of call logging Accuracy of call logging	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures. The system used is: • ACD	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Record severity code	Compliance of call logging - severity coding	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures. Severity code is not used.	Yes	Yes	Yes
Process Help Desk Call	Resolve user question, problem or issue	Completeness and consistency of process Accuracy of response	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures. The systems used to obtain related information are: • LEO • LON • LNP Gateway • BOCRIS • CABS	Yes	Yes	Yes
Receive Claim	File claim	Completeness and consistency of process Accuracy of response	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures • BellSouth CLEC Billing Guide on the BellSouth Interconnection web site. • Understanding Your Bill on the BellSouth Interconnection web site. The system used is: • BDATS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Process claim	Completeness, consistency, and timeliness of process	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures • BellSouth CLEC Billing Guide on the BellSouth Interconnection web site. • Understanding Your Bill on the BellSouth Interconnection web site. The system used is: • BDATS	Yes	Yes	Yes
	Issue adjustment when necessary	Completeness and consistency of process	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures • BellSouth CLEC Billing Guide on the BellSouth Interconnection web site. • Understanding Your Bill on the BellSouth Interconnection web site. The system used is: • BDATS • BOCRIS • CABS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Disposition claim	Accuracy, completeness and reliability of disposition report	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures • BellSouth CLEC Billing Guide on the BellSouth Interconnection web site. • Understanding Your Bill on the BellSouth Interconnection web site. The system used is: • BDATS	Yes	Yes	Yes
Close Help Desk Call	Post closure information	Completeness, consistency, and timeliness of process Accuracy of posting	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures. The system used is: • BOCRIS • CABS	Yes	Yes	Yes
Monitor Status	Track Status	Existence of status tracking capability Consistency and frequency of follow-up activities Availability of jeopardy notification	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures. The system used is: • BDATS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Report Status	Completeness and consistency of reporting process Accuracy and timeliness of report Accessibility of status report	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures. The system used is: • BDATS	Yes	Yes	Yes
Request Escalation	Identify escalation procedure	Existence of procedure	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures. • CLEC/BellSouth Interconnection Agreement The system used is: • BDATS	Yes	Yes	Yes
	Evaluate escalation procedure	Completeness of the procedure Consistency of the process	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures. • CLEC/BellSouth Interconnection Agreement The system used is: • BDATS	Yes	Yes	Yes
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	The processes used are: • Documented in BellSouth's force sizing model. • BellSouth Corporate Real Estate and Services Process Flow. Systems are not used.	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Provide Security and Integrity	Provide secured access	Completeness and applicability of security procedures, profiles, and restrictions Controllability of intra-company access	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures. The system used is: • BOCRIS • CABS	Yes	Yes	Yes
Manage the Help Desk Process	Provide management oversight	Completeness and consistency of operating management practices Controllability, efficiency and reliability of process Completeness of process improvement practices	The processes used are: • Documented in CDIA, Billing & Collections Methods & Procedures.	Yes	Yes	Yes

PPR11: Daily Usage Feed Returns – Process Evaluation

The objective of this evaluation is to determine the accuracy, completeness and timeliness of the processes and documentation used to process and respond to Daily Usage Feed Return requests.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Process Daily Usage Feed Returns Requests	Returned usage receipt	Completeness and accuracy of documentation and processes for creating, submitting and receiving returned usage	The processes used for Daily Usage Feed corrections are • Customer notification of problem • Resend of Daily Usage Feed The systems associated with this activity are • CRIS • Connect Direct	Yes	Yes	Yes
	Returned usage processing	Accuracy, completeness and timeliness of corrections	The processes used for Daily Usage Feed corrections are • Customer notification of problem • Resend of Daily Usage Feed The systems associated with this activity are • CRIS • Connect Direct	Yes	Yes	Yes
	Provision of status for all returned records	Accuracy, completeness and timeliness of status report	The processes used for provision of status for all requested records are • Log of resent Daily Usage Feed The systems associated with this activity are • CRIS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	The processes used for Capacity management process are • System volume tracking by Accenture. The systems associated with this activity are • CRIS	Yes	Yes	Yes

PPR12: Daily Usage Production and Distribution - Process Evaluation

The objective of this test is to determine the accuracy, completeness and timeliness of processes used to produce and distribute the DUF. Additionally, the daily usage feed production and distribution process will be compared with retail practices for parity, to the extent that specific retail analogs are identified.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Produce Daily Usage Feed	Balancing and reconciliation of Daily Usage feed.	Completeness of balancing and reconciliation procedures	The processes used for Balancing and reconciliation of Daily Usage feed are • Manual posting • System file balancing The systems associated with this activity are • Unitec • CRIS	Yes	Yes	Yes
	Route Daily Usage	Controllability of usage	The processes used for Routing Daily Usage are • Manual posting • System creation and sending of files. The systems associated with this activity are • CRIS	Yes	Yes	Yes
Transmit Daily Usage Feed	Data transmission and cartridge tape delivery to CLEC	Completeness, consistency and timeliness of the process	The processes used for transmitting Daily usage feed are • System file balancing • Metrics The systems associated with this activity are • Unitec • CRIS • PMAP	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
Maintain and Re-transmit Usage History	Create Daily Usage backup	Reliability of repeatable process	The processes used for Creating Daily Usage backup are • System controlled retention of files. The systems associated with this activity are • CRIS	Yes	Yes	Yes
	Retrieve and re-transmit Daily Usage backup data	Availability and timeliness of prior period usage data to CLEC	The processes used for retrieving and re-transmitting Daily Usage backup are • System controlled retention of files • Manual request to system to re-transmit file. The systems associated with this activity are • CRIS	Yes	Yes	Yes
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	The processes used for Capacity management process are • System volume tracking by Accenture. The systems associated with this activity are • CRIS • BIBS • CABS	Yes	Yes	Yes

PPR13: Bill Production and Distribution - Process Evaluation

The objective of this test is to determine whether the processes employed by BST to produce and distribute carrier bills ensure that those bills are accurate and are distributed to CLECs on a timely basis. The processes that enable a CLEC to request and obtain copies of previously received bills are also tested. Additionally, the bill production and distribution processes will be compared with retail practices for parity, to the extent that specific retail analogs are identified.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Balance Cycle	Define balancing and reconciliation procedures	Completeness and effectiveness of bill balancing and reconciliation procedures	The processes used for bill balancing and reconciliation are • System file balancing • Sample bill verification • Correction of error conditions The systems associated with this activity are • Unitec • CRIS • CABS • BIBS	Yes	Yes	Yes
	Produce Control Reports	Completeness and accuracy in generation of control elements	The processes used for production of control reports are • Positive reporting with each cycle The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Release cycle	Compliance to balancing and reconciliation procedures	The processes used for releasing the bill cycle are • Cycle ok must be received by bill Mailing prior to sending bills. The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes
Deliver Bill	Delivery of bill media	Timeliness and controls of media delivery	The processes used for delivery of bill media are • Manual posting • System Reports • Invoice Timeliness Service Quality Measurement The systems associated with this activity are • CRIS • CABS • PMAP	Yes	Yes	Yes
Maintain Bill History	Maintain billing information	Timeliness and controllability of billing information	The processes used for maintaining billing information are • On-line system for bill history. The systems associated with this activity are • BOCRIS • BOCABS • ICABS • MOBI	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Access billing information	Accessibility and availability of billing information	The processes used for accessing billing information are • On-line System for bill history The systems associated with this activity are • BOCRIS • BOCABS • ICABS • MOBI	Yes	Yes	Yes
Request Resend		Timeliness and accuracy of the delivery	The processes used for accessing billing information are • Manual Logs The systems associated with this activity are • BOCRIS • BOCABS • CRIS • CABS • MOBI	Yes	Yes	Yes
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	The processes used for Capacity management process are • System volume tracking by Accenture The systems associated with this activity are • CRIS • BIBS • CABS	Yes	Yes	Yes

PPR14: End-to-End M&R Process Evaluation

The objectives of this test are to evaluate BellSouth's wholesale M&R process, and the equivalence of BellSouth's end-to-end processes for trouble reporting and repair of retail and wholesale services. The end to end maintenance and repair process also will be compared with retail practices for parity, to the extent that specific retail analogs are identified.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
End-to-End M&R Process: Resale	Process Flow Documentation	Comparison with Retail	The processes used are: • CO • RCMAG • CWINS • WMC • I&M methods and procedures The systems associated with this activity are: • WFA • LMOS • TAFI • ECTA	Yes	Yes	Yes
	Process Evaluation	Completeness, consistency and timeliness of the process		Yes	Yes	Yes
End-to-End M&R Process: UNE/UNE Combinations	Process Flow Documentation	Comparison with Retail	The processes used are: • CO • RCMAG • CWINS • WMC • I&M methods and procedures The systems associated with this activity are: • WFA • LMO • TAFI • ECTA	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Process Evaluation	Completeness, consistency and timeliness of the process		Yes	Yes	Yes
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	The processes used are: • BellSouth force Models	Yes	Yes	Yes

PPR15: M&R Work Center Support Evaluation

The objective of this test is to evaluate the effectiveness of M&R work center support operations and adherence to common support center/help desk procedures. An additional objective is to analyze the nature and frequency of problems referred to the work center to determine if they indicate potential problems in other M&R Domain areas (e.g. TAFI).

- Determine adequacy, completeness and consistency of work center/help desk processes and procedures
- Determine whether expedite and escalation procedures are correctly documented and work effectively
- Ensure existence of reasonable security measures to ensure integrity of work center/help desk data and the ability to restrict access to parties with specific access permissions
- Determine the timeliness and accuracy in identifying and resolving problems
- Determine the existence and functionality of procedures for measuring, tracking, projecting and maintaining work center/help desk performance

Determine the existence of Maintenance and Repair coordination processes and procedures, and other operational elements associated with M&R coordination activities between BellSouth and CLEC operations organizations.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Call Processing	Call Answer	Timeliness	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
	Call Logging	Accuracy Completeness Consistency	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA • TAFI	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Prioritization	Existence Effectiveness	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
Problem Tracking and Resolution	Documentation	Clarity Accuracy	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
	Identify and Resolve	Timeliness Accuracy Completeness Consistency	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
	Track Problem	Existence Accuracy	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
	Log Status and Close	Accuracy Completeness Consistency	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Notify Customer	Timeliness	The processes used are: • CWINS • I&M • WMC methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
Expedite/ Escalation Procedures	Documentation	Existence Adequacy Accuracy	The processes used are: CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA, Operational Understanding (CLEC Guide)	Yes	Yes	Yes
	Call Answer	Accessibility Timeliness	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
	Escalation Logging	Accuracy	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Identify and Resolve	Timeliness	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
	Log Status and Close	Accuracy	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
	Notify Customer	Timeliness	The processes used are: • CWINS • I&M • WMC methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
Work Center Procedures		Accuracy Completeness	The processes used are: • CWINS methods and procedures	Yes	Yes	Yes
Joint Meet Procedures	Process Documentation	Accuracy Completeness	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Notification Procedures	Timeliness Accuracy	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
Coordinated Testing	Process Documentation	Accuracy Completeness	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
	Notification Procedures	Timeliness Accuracy	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
Manual Handling – Resale		Accuracy Timeliness Consistency	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
Manual Handling – UNE/UNE Combinations		Accuracy Timeliness Consistency	The processes used are: • CWINS methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	The processes used are: • BellSouth Force Model	Yes	Yes	Yes

PPR16: Network Surveillance Support Evaluation

The objective of this test is to determine the functionality of network surveillance and network outage notification procedures and to assess the performance capabilities of network outage notification procedures for wholesale operations.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Network Surveillance	IOF Surveillance	Existence Reliability	The processes used for network surveillance are: • Operational Understanding – Network & Carrier Services CLEC Customer Guide • Network Reliability Center & Network Management Center performs monitoring and surveillance of the switching and transport elements of the network. The systems associated with this activity are: • NMA – Network Management Administration • NTMOS – Network Traffic Management Operation System • NTPOS – Network Traffic Patterning Operation System • WFA-Work Force Administration • NMC Ticketing Database	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
	AIN Interconnect Surveillance	Existence Reliability	The processes used for network surveillance are: • Operational Understanding – Network & Carrier Services CLEC Customer Guide • Network Reliability Center performs monitoring and surveillance of the AIN network. The systems associated with this activity are: • NFM – Network Fault Management • NMA – Network Management Administration • WFA – Work Force Administration	Yes	Yes	Yes
	SS7 Interconnect Surveillance	Existence Reliability	The processes used for network surveillance are: • Operational Understanding – Network & Carrier Services CLEC Guide • Network Reliability Center & Network Management Center performs monitoring and surveillance of the switching and transport elements of the network. • Customer Guide The systems associated with this activity are: • NFM – Network Fault Management • STMOS – Signaling Traffic Management Operation System • NMC Ticketing Database • WFA – Work Force Administration	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Outage Notification	Process Documenta-tion	Accuracy Completeness	The process used for outage notification is: • Operational Understanding – Network & Carrier Services CLEC Customer Guide – Appendix D. The system associated with this activity is: • Email List Server	Yes	Yes	Yes
	Notification Procedures	Timeliness Accuracy Completeness	The process used for notification procedures is located on the ICS web: • "Operational Understanding – Network & Carrier Services CLEC Customer Guide – Appendix D – FCC Reportable Service Disruptions. The system associated with this activity is: • Email List Server	Yes	Yes	Yes

Transaction Verification and Validation Test Section

TVV1: POP Functional Evaluation

The objective of this test is to validate the existence, functionality, and behavior of the interfaces and processes required by BST for pre-ordering, ordering, and provisioning transaction requests and responses.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Pre-ordering	Retrieve customer CSR from CRIS		The processes used for Pre-Ordering are: • TAG API Guide • RoboTAG User Guide • LENS User Guide • BellSouth Pre-Order Business Rules • BellSouth Pre-Order – Data Dictionary The systems associated with this activity are: • TAG • LENS • RoboTAG	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Validate Customer Address		The processes used are: • TAG API Guide • RoboTAG User Guide • LENS User Guide • BellSouth Pre-Order Business Rules • BellSouth Pre-Order – Data Dictionary The systems associated with this activity are: • TAG • LENS • RoboTAG	Yes	Yes	Yes
	Reserve and release telephone numbers		The processes used are: • TAG API Guide • RoboTAG User Guide • LENS User Guide • BellSouth Pre-Order Business Rules • BellSouth Pre-Order – Data Dictionary The systems associated with this activity are: • TAG • LENS • RoboTAG	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Request information about services, features, facilities, and PIC/LPIC choices available to customers		The processes used are: • TAG API Guide • RoboTAG User Guide • LENS User Guide • BellSouth Pre-Order Business Rules • BellSouth Pre-Order – Data Dictionary The systems associated with this activity are: • TAG • LENS • RoboTAG	Yes	Yes	Yes
	Determine due date/appointment availability		The processes used are: • TAG API Guide • RoboTAG User Guide • LENS User Guide • BellSouth Pre-Order Business Rules • BellSouth Pre-Order – Data Dictionary • Products and Services Interval Guide The systems associated with this activity are: • TAG • LENS • RoboTAG	Yes	Yes	Yes
Ordering	Submit an order for the migration of a customer from BST to a CLEC "as is"			Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for the migration of a customer from BST to a customer "as specified"		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for the partial migration of a customer from BST to a CLEC		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for establishing service for a new customer of a CLEC		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for feature changes to an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for adding lines/circuits to an existing CLEC customer.		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for a telephone number change for an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for a directory change for an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes
	Submit an order for an inside move of an existing CLEC customer		The processes used for Ordering are: • TAG API Guide • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for the outside move of an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for suspending service of an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for restoring service to an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for disconnecting service from an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for disconnecting some lines/circuits for an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for migration of a customer from another CLEC		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Change service delivery method for an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes
	Order interoffice facilities		The processes used for Ordering are: • LISC-Local Interconnection Service Center Methods and Procedures The systems associated with this activity are: • CAFÉ • NDM – Network Data Mover FAX Server	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
	Receive order confirmation		The processes used for Ordering are: • TAG API Guide • LENS User Guide • BellSouth Business Rules for Local Ordering • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • LON	Yes	Yes	Yes
Provisioning	Receive notification of jeopardy or delay		The processes used are: • TAG API Guide • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • CLEC Reports on BellSouth Interconnection Web Site The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Receive completion notification		The processes used are: • TAG API Guide • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

TVV2: POP Volume Performance Tests

The objective of the Volume Performance Test is to measure BST's capability and identify potential choke points of the manual, GUI, and machine-machine interfaces and systems put in place to access pre-ordering information and submit orders to BST at projected future volumes.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
Pre-ordering	Retrieve customer CSR from CRIS		The processes used for Pre-Ordering are: • TAG API Guide • RoboTAG User Guide • LENS User Guide • BellSouth Pre-Order Business Rules • BellSouth Pre-Order – Data Dictionary The systems associated with this activity are: • TAG • LENS • RoboTAG	Yes	Yes	Yes
	Validate Customer Address		The processes used are: • TAG API Guide • RoboTAG User Guide • LENS User Guide • BellSouth Pre-Order Business Rules • BellSouth Pre-Order – Data Dictionary The systems associated with this activity are: • TAG • LENS • RoboTAG	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
	Reserve and release telephone numbers		The processes used are: • TAG API Guide • RoboTAG User Guide • LENS User Guide • BellSouth Pre-Order Business Rules • BellSouth Pre-Order – Data Dictionary The systems associated with this activity are: • TAG • LENS • RoboTAG	Yes	Yes	Yes
	Request information about services, features, facilities, and PIC/LPIC choices available to customers		The processes used are: • TAG API Guide • RoboTAG User Guide • LENS User Guide • BellSouth Pre-Order Business Rules • BellSouth Pre-Order – Data Dictionary The systems associated with this activity are: • TAG • LENS • RoboTAG	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Determine due date/appointment availability		The processes used are: • TAG API Guide • RoboTAG User Guide • LENS User Guide • BellSouth Pre-Order Business Rules • BellSouth Pre-Order – Data Dictionary • Products and Services Interval Guide The systems associated with this activity are: • TAG • LENS • RoboTAG	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Ordering	Submit an order for the migration of a customer from BST to a CLEC "as is"		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Products and Services Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for the migration of a customer from BST to a customer "as specified"		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for the partial migration of a customer from BST to a CLEC		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for establishing service for a new customer of a CLEC		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for feature changes to an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for adding lines/circuits to an existing CLEC customer.		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for a telephone number change for an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for a directory change for an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for an inside move of an existing CLEC customer		The processes used for Ordering are: • TAG API Guide • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for the outside move of an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for suspending service of an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for restoring service to an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for disconnecting service from an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for disconnecting some lines/circuits for an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Submit an order for migration of a customer from another CLEC		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
	Change service delivery method for an existing CLEC customer		The processes used for Ordering are: • TAG API • LENS User Guide • RoboTAG User Guide • EDI Specifications Document • BellSouth Business Rules for Local Ordering • Products and Services Interval Guide • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • EDI • LON	Yes	Yes	Yes
	Receive order confirmation		The processes used for Ordering are: • TAG API Guide • LENS User Guide • BellSouth Business Rules for Local Ordering • Documented in CDIA, LCSC Methods and Procedures The systems associated with this activity are: • TAG • LENS • RoboTAG • LON	Yes	Yes	Yes

TVV3: Order "Flow Through" Evaluation

The objective of the Order "Flow Through" Test is to verify the ability of BST to flow through their front end systems, without manual intervention, all order types that at the time the transactions are submitted as designated by BST or otherwise considered to be "flow through".

This information is not available to BellSouth at this time.

TVV4: Provisioning Verification and Validation

The objective of this test is to evaluate the ability of BST to accurately provision orders submitted by CLECs and to do so on time.

This information is not available to BellSouth at this time.

TVV5: M&R TAFI Functional Evaluation

The objective of this test is to validate the existence and behavior of TAFI functional elements as documented in CLEC TAFI Training Guides and other applicable documents, and to evaluate the equivalence of CLEC TAFI functionality to BellSouth Residence and Business TAFI.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
Trouble Reporting	Create/Enter Trouble Report (TR)	Functionality exists as documented	The systems associated with this activity are: • TAFI	Yes	Yes	Yes
	Modify TR	Functionality exists as documented	The processes used are: • CLEC TAFI User Guide The systems associated with this activity are: • TAFI	Yes	Yes	Yes
	Close/Cancel TR	Functionality exists as documented	The processes used are: • CLEC TAFI User Guide The systems associated with this activity are: • TAFI	Yes	Yes	Yes
	Retrieve TR Status	Functionality exists as documented	The processes used are: • CLEC TAFI User Guide The systems associated with this activity are: • TAFI	Yes	Yes	Yes
Trouble History Access	Retrieve Trouble History	Functionality exists as documented	The processes used are: • CLEC TAFI User Guide The systems associated with this activity are: • TAFI • LMOS	Yes	Yes	Yes
Access To Test Capability	Initiate MLT Test	Functionality exists as documented	The processes used are: • CLEC TAFI User Guide The systems associated with this activity are: • TAFI	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
	Receive MLT Test Results	Functionality exists as documented	The processes used are: • CLEC TAFI User Guide The systems associated with this activity are: • TAFI	Yes	Yes	Yes
Functionality	Functional Equivalence to TAFI	Existence of Specific Function	The processes used are: • CLEC TAFI User Guide The systems associated with this activity are: • TAFI	Yes	Yes	Yes

TVV6: M&R ECTA Functional Evaluation

The objective of this test is to validate the existence and behavior of ECTA functional elements as documented for CLEC trouble entry and other applicable documents, and to evaluate the equivalence of the ECTA interface functionality to BellSouth documentation and industry standards for electronic bonding trouble entry systems.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Trouble Reporting	Create/Enter Trouble Report (TR)	Functionality exists as documented	The processes used are: • ECTA User Start Up Guide The systems associated with this activity are: • ECTA	Yes	Yes	Yes
	Modify TR	Functionality exists as documented	The processes used are: • ECTA User Start Up Guide The systems associated with this activity are: • ECTA	Yes	Yes	Yes
	Close/Cancel TR	Functionality exists as documented	The processes used are: • ECTA User Start Up Guide The systems associated with this activity are: • ECTA	Yes	Yes	Yes
	Retrieve TR Status	Functionality exists as documented	The processes used are: • ECTA User Start Up Guide The systems associated with this activity are: • ECTA	Yes	Yes	Yes
	Create non-designed TR	Functionality exists as documented	The processes used are: • ECTA User Start Up Guide The systems associated with this activity are: • ECTA	Yes	Yes	Yes
	Create complex and designed TR	Functionality exists as documented	The processes used are: • ECTA User Start Up Guide The systems associated with this activity are: • ECTA	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
Trouble History Access	Retrieve Trouble History	Functionality exists as documented	The processes used are: • ECTA User Start Up Guide The systems associated with this activity are: • ECTA	Yes	Yes	Yes
Access To Test Capability	Initiate MLT Test	Functionality exists as documented	The processes used are: • ECTA User Start Up Guide The systems associated with this activity are: • ECTA	Yes	Yes	Yes
	Receive MLT Test Results	Functionality exists as documented	The processes used are: • ECTA User Start Up Guide The systems associated with this activity are: • ECTA	Yes	Yes	Yes
Functionality	Functional Comparison to Industry Standards	Existence of Specific Function	The processes used are: • ECTA User Start Up Guide The systems associated with this activity are: • ECTA	Yes	Yes	Yes

TVV7: M&R TAFI Performance Evaluation

The objective of this test is to evaluate the behavior of TAFI under load conditions, to determine system performance in terms of response time and operability, and to identify future performance bottlenecks.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
Performance	Projected Normal Loads	Timeliness Operability	The processes used are: • CLEC TAFI User Guide The systems associated with this activity are: • TAFI	Yes	Yes	Yes
	Stress/Load	Timeliness Operability Capacity	The processes used are: • CLEC TAFI User Guide The systems associated with this activity are: • TAFI	Yes	Yes	Yes

TVV8: M&R ECTA Performance Evaluation

The objective of this test is to evaluate the behavior of the ECTA interface under load conditions, to determine system performance in terms of response time and operability, and to identify future performance bottlenecks.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Performance	Projected Normal Loads	Timeliness Operability	The processes used are: • ECTA User Start Up Guide The systems associated with this activity are: • ECTA	Yes	Yes	Yes
	Stress/Load	Timeliness Operability Capacity	The processes used are: • ECTA User Start Up Guide The systems associated with this activity are: • ECTA	Yes	Yes	Yes

TVV9: End-to-End Trouble Report Processing

The objective of this test is to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
End-to-End Trouble Report Processing – Resale	M&R Test Scenarios	Accuracy Timeliness	The processes used are: • CWINS • WMC • I&M methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes
End-to-End Trouble Report Processing – UNE/UNE Combinations	M&R Test Scenarios	Accuracy Timeliness	The processes used are: • CWINS • WMC • I&M methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes

TVV10: Billing Functional Usage Evaluation

The objective of this test is to evaluate the following:

- Accuracy and completeness of all usage record types on the DUF including access records that should appear, not receiving records that should not appear, and not receiving empty set files.
- Timeliness of the DUF and access records delivery

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Usage and Delivery	Track valid usage	Timeliness of DUF files and records	The processes used for tracking DUF usage and delivery • System controlled file delivery • System tracking of delivery dates • Manual tracking of volume by dates The systems associated with this activity are • CRIS • UNITEC • Connect Direct	Yes	Yes	Yes
	Account for no usage	Completeness of data	The processes used for accounting for no DUF usage are • System controlled file delivery • System tracking of file record counts • Manual tracking of volume by dates The systems associated with this activity are: • CRIS	Yes	Yes	Yes

TVV11: Functional Carrier Bill Evaluation

This test evaluates the timely delivery of the bill and the accurate and timely appearance of charges on the appropriate bill. Appearance of charges will depend on the type of products ordered and/or class of service changes for resale and UNE. Details to be evaluated include:

- Appropriate prorating of charges for new and/or disconnected service.
- Charges are accurate (order matches billing).
- Totals are accurate.
- New/disconnected products appear (or do not appear) on the bill.
- Bill dates are correct and match appropriate date from provisioning process.
- Adjustments appear on the bill.
- Bills are delivered to CLECs and Resellers in a timely manner.
- UNE billed on a usage basis are billed correctly.

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Maintain Bill Balance	Carry balance forward	Accuracy of bill balance	The processes used for carrying the bill balance forward are • System tracking balance and error checks. The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes
Verify Billing Accounts	Verify Billing Accounts	Completeness and accuracy of extraction	The processes used for verifying the completeness and accuracy of account extraction are • System tracking and error checks. The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Bills and Delivery	Verify normal recurring charges	Completeness and accuracy of data	The processes used for verifying normal recurring charges are • System tracking error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes
	Verify one-time charges	Completeness and accuracy of data	The processes used for verifying one-time charges are • System tracking error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes
	Verify prorated recurring charges	Completeness and accuracy of data	The processes used for verifying prorated recurring charges are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Verify Usage Charges	Completeness and accuracy of data	The processes used for verifying usage charges are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS			
	Verify discounts	Completeness and accuracy of data	The processes used for verifying discounts are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes
	Verify adjustments (debits and credits)	Completeness and accuracy of data	The processes used for verifying adjustments are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes

Process Area	Sub-Process /Attribute	Evaluation Measure	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Verify late charges	Completeness and accuracy of data	The processes used for verifying late charges are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes
	Receive bill copy	Timeliness of media delivery	The processes used for delivering bills are • System and manual tracking of bill delivery dates The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes

BellSouth Telecommunications, Inc.
TN Dkt No. 01-00362
Staff's 1st Data Request
November 21, 2001
Item No. 1
Attachment

ATTACHMENT TWO

PROCESSES, SYSTEMS AND PROCEDURES THAT SUPPORT BELLSOUTH'S WHOLESALE OPERATIONS IN GEORGIA, FLORIDA AND TENNESSEE

Georgia Master Test Plan (MTP)

Pre-Ordering (PRE)

PRE-1: TAG Pre-Ordering Functional Test

The objective of this test was to evaluate the functionality of the Telecommunications Access Gateway (TAG) for electronically ordered Unbundled Network Elements (UNEs) in accordance with the TAG Documentation.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
PRE-1-1-1	TAG pre-order transaction capability is consistently available during scheduled hours of operation.	The document used for system availability is: • BellSouth System Avail-ability The system associated with this activity is TAG	Yes	Yes	Yes	Yes
PRE-1-2-1	BLS's TAG interface provides expected system responses.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-1-2-2	BLS systems or representatives provide required pre-ordering functionality.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes
PRE-1-3-1	The TAG interface provides timely pre-order responses from BLS's RSAG-TN back end system.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes
PRE-1-3-2	The TAG interface provides timely pre-order responses from BLS's RSAG-Address back end system.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes
PRE-1-3-3	The TAG interface provides timely pre-order responses from BLS' DSAP back end system.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes
PRE-1-3-4	The TAG interface provides timely pre-order responses from BLS's ATLAS back end system.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-1-3-5	The TAG interface provides timely pre-order responses from BLS's CRSECSR and CSRACCTs back end system.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes
PRE-1-3-6	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back end system.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes
PRE-1-3-7	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back end system.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes
PRE-1-3-8	The TAG interface provides timely pre-order responses from BLS's OASIS back end system.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-1-3-9	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes
PRE-1-4-1	BLS system or representative provides clear, accurate, and complete pre-order success responses.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes
PRE-1-4-2	BLS system or representative provides clear, accurate, and complete back end or TAG API errors.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is TAG	Yes	Yes	Yes	Yes

PRE-2: Pre-Ordering Performance Results Comparison

The first objective of this test was to assess the accuracy and completeness of the Pre-Ordering Service Quality Measurements (SQMs) calculated and reported by BellSouth for the KCI test CLEC. The second objective was to assess the accuracy of the raw data used by BellSouth to perform these calculations.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-2-1-1	BLS reports are correctly disaggregated and complete - Average OSS Response Time and Response Interval.		Yes	Yes	Yes	Yes
PRE-2-1-2	KCI-calculated SQM values agree with BLS-reported SQM values - Average OSS Response Time and Response Interval.		Yes	Yes	Yes	Yes
PRE-2-2-1	BLS reports are correctly disaggregated and complete - OSS Interface Availability.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-2-2-2	KCI-calculated SQM values agree with BLS-reported SQM values - OSS Interface Availability.		Yes	Yes	Yes	Yes

PRE-3: Pre-Ordering Documentation Evaluation

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the TAG pre-order functions available to them.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-3-1-1	BLS documentation is readily available via the BLS Web site or in hardcopy.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-1-2	BLS makes updates to documents readily available to the CLECs.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-1-3	Training is available for use of documentation.	The document used for training is: • CLEC Training Course Information The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-3-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	The processes used for maintaining documentation is: • BellSouth Documentation Checklist (internal) • BellSouth Change Control Process The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-1-5	Responsibilities and procedures for distributing documentation are clearly defined.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) • BellSouth Change Control Process The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-2-1	Document version is indicated clearly within and throughout each document.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-2-2	BLS document organization is consistent with its intended use.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-3-2-3	BLS documents contain information that is relevant to its intended audience.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-2-4	BLS documents contain tables of contents.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-2-5	BLS documents are logically organized with clear page numbering and section labeling.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-2-6	BLS documents contain contact/help desk numbers.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-3-2-7	BLS documents clearly indicate purpose and scope.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-2-8	Cross-references are clearly stated, directing readers to relevant sources of additional information.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-2-9	BLS documents clearly instruct users how to notify BLS of document errors and omissions.	The processes used for documentation are: • BellSouth Change Control Process The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-3-1	BLS documents provide description of all error messages and potential steps for resolution.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-3-3-2	BLS documents clearly identify inputs/outputs of the specific processes.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-3-3	BLS documents include expected results of process and cycle times.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-4-1	BLS documents correctly define all data fields.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
PRE-3-4-2	BLS documents accurately define acceptable formats for all data fields.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-4-3	BLS documents clearly identify required and optional fields.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-3-4-4	BLS documents clearly describe expected system responses/outputs.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-3-4-5	BLS documents contain methods and procedures to correctly execute processes.	The documents used for preorder are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

PRE-4: Pre-Ordering Normal Volume Test

The objective of this test was to evaluate the behavior and performance of the TAG interface under "normal" YE01 projected transaction load conditions. This test was executed in a manner consistent with the forecasted daily usage patterns and transaction mix by submitting large volumes of pre-order test cases.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-4-1-1	TAG pre-order transaction capability is consistently available during scheduled hours of operation.	The process used for volume testing is: • Coordinated bounces between BellSouth and HP The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-4-2-1	BLS's TAG interface provides expected system responses.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-4-3-1	The TAG interface provides timely pre-order responses from BLS's Regional Street Access Guide-Telephone Number (RSAG-TN) back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-4-3-2	The TAG interface provides timely pre-order responses from BLS's RSAG-Address back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-4-3-3	The TAG interface provides timely pre-order responses from BLS's Direct Order Entry Support Application Program (DSAP) back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-4-3-4	The TAG interface provides timely pre-order responses from BLS's Application for Telephone Number Load Administration and Selection (ATLAS) back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-4-3-5	The TAG interface provides timely pre-order responses from BLS's CRSECSR back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-4-3-6	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-4-3-7	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-4-3-8	The TAG interface provides timely pre-order responses from BLS's OASIS back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-4-3-9	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-4-4-1	BLS system provides accurate pre-order success responses.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-4-4-2	BLS system provides accurate back-end or TAG API errors.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

PRE-5: Pre-Ordering Peak Volume Test

The objective of this test was to evaluate the behavior and performance of the TAG interface under "peak" YE01 projected transaction load conditions. This test was executed in a manner consistent with the forecasted daily usage patterns and transaction mix by submitting large volumes of pre-order test cases.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-5-1-1	TAG pre-order transaction capability is consistently available during scheduled hours of operation.	The process used for volume testing is: • Coordinated bounces between BellSouth and HP The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-5-2-1	BLS's interface provides expected system responses.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-5-3-1	The TAG interface provides timely pre-order responses from BLS's Regional Street Access Guide Telephone Number (RSAG-TN) back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-5-3-2	The TAG interface provides timely pre-order responses from BLS's RSAG-Address back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-5-3-3	The TAG interface provides timely pre-order responses from BLS's Direct Order Entry Support Application Program (DSAP) back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-5-3-4	The TAG interface provides timely pre-order responses from BLS's Application for Telephone Load Administration and Selection (ATLAS) back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-5-3-5	The TAG interface provides timely pre-order responses from BLS's CRSECSR back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-5-3-6	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-5-3-7	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-5-3-8	The TAG interface provides timely pre-order responses from BLS's OASIS back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-5-3-9	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-5-4-1	BLS system provides clear and accurate pre-order success responses.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-5-4-2	BLS system provides clear, accurate, and complete back-end or TAG API errors.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

PRE-6: Pre-Order Processing System Capacity Management Evaluation

The objective of this test was to determine the extent to which procedures to accommodate increases in the pre-order TAG interface transaction volumes and users are actively managed.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-6-1-1	There is an established process for capturing business and transaction volumes.	The processes used for preorder are: • Capacity Planning & Management Playbook The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-6-1-2	There is an established process for capturing resource utilization.	The processes used for preorder are: • Midrange Performance Monitoring Website • BellSouth Open System Interconnect Protocol (BOSIP) The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-6-1-3	Resource utilization is monitored for system components and elements.	The processes used for preorder are: • Midrange Performance Monitoring Website • BellSouth Open System Interconnect Protocol (BOSIP) The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-6-1-4	Instrumentation and other tools are used to collect resource utilization data.	The processes used for preorder are: • InTune and Strobe are used to provide information on where applications are spending CPU cycles, wait times, DASD volumes and tracks accesses, etc. • Data Facility Storage Management Subsystem (DFSMS) used to check for previous messages • Best/1. BGSCOLL, GlancePlus, SAR, Unicener TNG and Tivoli are used to produce system resource utilization reports The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-6-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.).	The processes used for preorder are: • The Performance and Tuning Group, Application Support Teams, Midrange Operations Group and Network Support Teams monitor system resources for mainframe computers and midrange application servers. The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-6-1-6	Instrumentation and other tools are used to monitor performance.	The processes used for preorder are: • Midrange Performance Monitoring Website • BOSIP Website • Best/1, GlancePlus, Unicenter TNG and Tivoli The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-6-1-7	There is an established process for forecasting business volumes and transactions.	The processes used for preorder are: • Capacity Planning & Management Playbook The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-6-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.	The processes used for preorder are: • Trended resource utilization data • CLEC transaction forecasts • Business Unit Driver Reports The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-6-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.	The processes used for preorder are: • Capacity Planning & Management Playbook The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-6-1-10	There is an established process for verification and validation of performance data.	The processes used for preorder are: • Daily mainframe hardware performance • Database administrators • Application support groups • Transport group The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-6-1-11	Performance monitoring results are compared to service level agreements and other metrics.	The processes used for preorder are: • Service Quality Measurement Plan • Performance Monitoring and Analysis Platform • Transport Group • Architecture & Standards Group The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-6-1-12	Capacity Management process is defined and documented.	The processes used for preorder are: • BellSouth Telecommunications Information Technology Capacity Planning Methodology, Practices, and Requirements • IT Engagement Process The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-6-1-13	Resource usage and capacity is considered in the planning process for capacity management.	The processes used for preorder are: • Mainframe Operations Management Group • Application Support Group • Resource Utilization Reports The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
PRE-6-1-14	Performance monitoring results are considered in the planning process for capacity management.	The processes used for preorder are: • BellSouth Architecture & Standards Group The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PRE-6-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load re-balancing or system tuning.	The processes used for preorder are: • Historical growth trends tracked against known thresholds and used to estimate future growth to determine when upgrades or new purchases must occur. • Scratch tape counts and scratch tape thresholds are tracked monthly by site to assist in determining when additional tapes should be ordered. • Flags are raised when the performance measures exceed the • thresholds for resource utilization. The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Ordering and Provisioning (O&P)

O&P-1: EDI Functional Test

The objective of this test was to evaluate the existence of EDI functionality for electronically ordered UNEs in accordance with EDI documentation.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-1-2-2	BLS systems and representatives provide required order functionality.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-1-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • BellSouth SQM Plan The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-1-3-2b	BLS's EDI interface provides timely Partially Mechanized (PM) order clarifications (CLRs).		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-1-3-3a	BLS's EDI interface provides timely Flow-Through (FT) Firm Order Confirmations (FOCs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • BellSouth SQM Plan The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-1-3-3b	BLS's EDI interface provides timely Non-Flow-Through (NFT) Firm Order Confirmations (FOCs).		Yes	Yes	Yes	Yes
O&P-1-3-5	BLS's EDI interface provides timely Jeopardy Notifications.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • BellSouth SQM Plan The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-1-3-6	BLS's EDI interface provides timely Missed Appointment (MA) notifications .	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • BellSouth SQM Plan The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-1-4-1	BLS systems and representatives provide clear, accurate, and complete Firm Order Confirmations (FOCs)		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-1-4-4	BLS systems and representatives provide clear, accurate, and complete Completion Notifications (CNs).		Yes	Yes	Yes	Yes
O&P-1-4-5	BLS systems and representatives return clear and complete Jeopardy Notifications.		Yes	Yes	Yes	Yes
O&P-1-4-6	BLS systems provide clear, accurate, and complete Missed Appointment Notifications.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • TAG API Reference Guide The systems associated with this activity are: • EDI • TAG	Yes	Yes	Yes	Yes
O&P-1-4-7	BLS service order tracking systems (CSOTS) provide accurate LSR status.	The document used for order status is: • CLEC Service Order Tracking System The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-1-5-1	Pre-Order and Order field names and field formats for Service Availability Queries are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-1-5-2	Pre-Order and Order field names and field formats for Appointment Availability Queries are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-1-5-3	Pre-Order and Order field names and field formats for Calculate Due Date queries are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-1-5-4	Pre-Order and Order field names and field formats for Address Validation Query with Telephone Number are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-1-5-5	Pre-Order and Order field names and field formats for Address Validation Queries are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-1-5-6	Pre-Order and Order field names and field formats for Telephone Number Availability Queries are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-1-5-7	Pre-Order and Order field names and field formats for Telephone Number Selection Queries are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-1-2-1	The EDI interface provides expected system responses.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-1-3-2a	BLS's EDI interface provides timely Fully Mechanized (FM) order errors (ERRs)/clarifications (CLRs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • BellSouth SQM Plan The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-1-4-2	BLS systems and representatives provide clear, accurate and complete order errors (ERRs)/clarifications (CLRs).		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-1-1-1	EDI order transaction capability is consistently available during scheduled hours of operation.	The document used for system availability is: • BellSouth System Availability The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-1-3-4	BLS's EDI interface provides timely Completion Notifications (CNs) within agreed upon standard intervals.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • BellSouth SQM Plan The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-1-4-3	Service order provisioning due dates (FOC DDs) identified within BLS's order confirmation delivered through EDI are consistent with the CLEC's valid due date (LSR DDD) request (e.g., a due date selected in accordance with the product's standard interval or acquired from a Calculate Due Date (CDD) pre-order query).		Yes	Yes	Yes	Yes

O&P-2: TAG Functional Test

The objective of this test was to evaluate the existence of TAG functionality for electronically ordered UNEs in accordance with EDI documentation.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-2-1-1	TAG order transaction capability is consistently available during scheduled hours of operation.	The document used for system availability is: • BellSouth System Availability The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P 2-2-2	BLS systems and representatives provide required order functionality.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide • BellSouth SQM Plan The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-2-3-1	BLS's TAG interface provides timely Functional Acknowledgements (FAs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide • BellSouth SQM Plan The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-2-3-2a	BLS's TAG interface provides timely Fully Mechanized (FM) order errors (ERRs)/clarifications (CLRs).		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-2-3-2b	BLS's TAG interface provides timely Partially Mechanized (PM) order errors clarifications (CLRs).		Yes	Yes	Yes	Yes
O&P-2-3-3b	BLS's TAG interface provides timely Non-Flow-Through (NFT) Firm Order Confirmations (FOCs) .		Yes	Yes	Yes	Yes
O&P-2-3-5	BLS's TAG interface provides timely Jeopardy Notifications.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide • BellSouth SQM Plan The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-2-3-6	BLS's TAG interface provides timely Missed Appointment (MA) Notifications.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide • BellSouth SQM Plan The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-2-4-1	BLS systems and representatives provide clear, accurate, and complete Firm Order Confirmations (FOCs)		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-2-4-4	BLS systems and representatives provide clear, accurate, and complete Completion Notifications (CNs).		Yes	Yes	Yes	Yes
O&P-2-4-5	BLS systems and representatives return clear and complete Jeopardy Notifications.		Yes	Yes	Yes	Yes
O&P-2-4-6	BLS systems provide clear, accurate, and complete Missed Appointment Notifications.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • TAG API Reference Guide The systems associated with this activity are: • EDI • TAG	Yes	Yes	Yes	Yes
O&P-2-4-7	BLS service order tracking systems (CSOTS) provide accurate LSR status.	The document used for order status is: • CLEC Service Order Tracking System The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-2-5-1	Pre-Order and Order field names and field formats for Service Availability Queries are compatible	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-2-5-2	Pre-Order and Order field names and field formats for Appointment Availability Queries are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-2-5-3	Pre-Order and Order field names and field formats for Calculate Due Date queries are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-2-5-4	Pre-Order and Order field names and field formats for Address Validation Query with Telephone Number are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-2-5-5	Pre-Order and Order field names and field formats for Address Validation Queries are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-2-5-6	Pre-Order and Order field names and field formats for Telephone Number Availability Queries are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-2-5-7	Pre-Order and Order field names and field formats for Telephone Number Selection Queries are compatible.	The documents used for preorder to firm order mapping are: • Pre-Order to Firm Order Mapping Matrix The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-2-2-1	The TAG interface provides expected system responses.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-2-3-3a	BLS's TAG interface provides timely Flow Through (FT) Firm Order Confirmations (FOCs) .	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide • BellSouth SQM Plan The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-2-4-2	BLS systems and representatives provide clear, accurate, and complete order rejects (ERRs)/clarifications (CLRs).		Yes	Yes	Yes	Yes
O&P-2-3-4	BLS's TAG interface provides timely Completion Notifications (CNs) within agreed upon standard intervals.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide • BellSouth SQM Plan The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-2-4-3	Service order provisioning due dates (FOC DDs) identified within BLS's order confirmation delivered through TAG are consistent with the CLEC's valid due date (LSR DDD) request (e.g., a due date selected in accordance with the product's standard interval or acquired from a Calculate Due Date (CDD) pre-order query).		Yes	Yes	Yes	Yes

O&P-3: EDI/TAG Normal Volume Test

The objective of this test was to evaluate the behavior and performance of the EDI and TAG interfaces under "normal" YE01 projected transaction load conditions. This test was executed in a manner consistent with the forecasted daily usage patterns and transaction mix by submitting large volumes of order test cases.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-3-1-1	EDI order transaction capability is consistently available during scheduled hours of operation.	The document used for system availability is: • BellSouth System Availability The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-3-1-2	TAG order transaction capability is consistently available during scheduled hours of operation.	The document used for system availability is: • BellSouth System Availability The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-3-2-1	The EDI interface provides expected system responses.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-3-2-2	The TAG interface provides expected system responses.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-3-3-2	BLS's TAG interface provides timely Functional Acknowledgements (FAs).	The document used for ordering is: • TAG API Reference Guide • BellSouth SQM Plan The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-3-3-3	BLS's EDI interface provides timely Firm Order Confirmations (FOCs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • BellSouth SQM Plan The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-3-3-4	BLS's TAG interface provides timely Firm Order Confirmations (FOCs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide • BellSouth SQM Plan The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-3-4-1	BLS systems provide accurate Firm Order Confirmations (FOCs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • TAG API Reference Guide The systems associated with this activity are: • EDI • TAG	Yes	Yes	Yes	Yes
O&P-3-4-2	BLS systems provide accurate order errors (ERRs)/clarifications (CLRs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • TAG API Reference Guide The systems associated with this activity are: • EDI • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-3-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • BellSouth SQM Plan The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

O&P-4: EDI/TAG Peak Volume Performance Test

The objective of this test was to evaluate the behavior and performance of the EDI and TAG interfaces under "peak" YE01 projected transaction load conditions. This test was executed in a manner consistent with the forecasted daily usage patterns and transaction mix by submitting large volumes of order test cases.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-4-1-1	EDI order transaction capability is consistently available during scheduled hours of operation.	The document used for system availability is: • BellSouth System Availability The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-4-1-2	TAG order transaction capability is consistently available during scheduled hours of operation.	The document used for system availability is: • BellSouth System Availability The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-4-2-1	The EDI interface provides expected system responses.	The documents used for volume testing are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-4-2-2	The TAG interface provides expected system responses.	The documents used for volume testing are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-4-3-2	BLS's TAG interface provides timely Functional Acknowledgements (FAs).	The documents used for volume testing are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide • Bellsouth SQM Plan The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-4-3-3	BLS's EDI interface provides timely Firm Order Confirmations (FOCs).	The documents used for volume testing are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • BellSouth SQM Plan The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-4-3-4	BLS's TAG interface provides timely Firm Order Confirmations (FOCs).	The documents used for volume testing are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide • BellSouth SQM Plan The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-4-4-1	BLS systems provide accurate Firm Order Confirmations (FOCs).	The documents used for volume testing are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • TAG API Reference Guide The systems associated with this activity are: • EDI • TAG	Yes	Yes	Yes	Yes
O&P-4-4-2	BLS systems provide accurate order errors (ERRs)/clarifications (CLRs).	The documents used for volume testing are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • TAG API Reference Guide The systems associated with this activity are: • EDI • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-4-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).	The documents used for volume testing are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • Bellsouth SQM Plan The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

O&P-5: Provisioning Verification Test

The objective of this test was to evaluate BellSouth's performance in the provisioning of UNEs as described in the Georgia *Order*.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-5-1-1	Provisioning activity occurs on the date and time (if applicable) confirmed to the CLEC.	The processes used are: • LEO IG Volume I • LEO IG Volume IV • TAG API Guide • LCSC Methods & Procedures • UNE Center Methods & Procedures • Products & Services Interval Guide The systems used are: • EDI • TAG • LEO • LNP Gateway • SOCS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-5-2-2	Provisioning was completed accurately for orders placed in O&P-1 EDI Functional Test and O&P-2 TAG Functional Test – Customer Service Record (CSR) Verification.	The processes used are: • LEO IG Volume I • LEO IG Volume IV • TAG API Guide • LCSC Methods & Procedures • UNE Center Methods & Procedures The systems used are: • EDI • TAG • LEO • LNP Gateway • SOCS • DOE/SONGS • EXACT	Yes	Yes	Yes	Yes
O&P-5-2-3	Coordinated Customer Conversions (Hot-Cuts) are completed on time by BLS technicians.	The processes used are: • UNE Center Methods & Procedures • Central Office Methods & Procedures • BellSouth SQM The systems used are: • WFA • CCSS	Yes	Yes	Yes	Yes
O&P-5-2-4	The coordinated provisioning procedures are practiced in the Central Office locations – Methods and Procedures.	The processes used are: • Central Office Methods & Procedures Systems are not applicable.	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-5-2-5	Provisioning was completed accurately for orders placed in O&P-1 EDI Functional Test and O&P-2 TAG Functional Test – Directory Listings	The processes used are: • LEO IG Volume I • LEO IG Volume IV • TAG API Guide • LCSC Methods & Procedures The systems used are: • EDI • TAG • LEO • LNP Gateway • SOCS • DOE/SONGS • LIST	Yes	Yes	Yes	Yes
O&P-5-2-6	Jeopardy (Pending Facilities) Notifications provide complete information.	The processes used are: • LEO IG Volume I • LEO IG Volume IV • TAG API Guide • Pending Order Status Job Aid • LCSC Methods & Procedures • CLEC report on the BellSouth Interconnection web site The systems used are: • EDI • TAG • LEO • LNP Gateway • SOCS	Yes	Yes	Yes	Yes
O&P-5-2-7	Design Layout Records are provided for SL2 (Design) Loops.	The processes used are: • NISC Methods & Procedures The system used is: • TIRKS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-5-3-1	Procedures in the coordination process are in place.	The processes used are: • UNE Center Methods & Procedures • Central Office Methods & Procedures Systems are not applicable.	Yes	Yes	Yes	Yes
O&P-5-3-2	Procedures for Central Office work are defined and utilized.	The processes used are: • Central Office Methods & Procedures Systems are not applicable.	Yes	Yes	Yes	Yes
O&P-5-3-3	Procedures for placing an order into Missed Appointment (MA) Status are defined.	The processes used are: • UNE Center Methods & Procedures Systems are not applicable.	Yes	Yes	Yes	Yes
O&P-5-3-4	CLEC procedures for escalation are defined.	The processes used are: • CLEC Facilities Based Advisory Guide Systems are not applicable.	Yes	Yes	Yes	Yes
O&P-5-3-5	Non-available facilities (Pending Facilities) policy is clearly defined.	The processes used are: • Job Aid for CLEC Pending Facilities Report on the BellSouth Interconnection web site Systems are not applicable.	Yes	Yes	Yes	Yes
O&P-5-3-6	Policy for acceptance of complete orders is clearly stated.	The processes used are: • UNE Center Methods & Procedures Systems are not applicable.	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-5-2-1	Provisioning was completed accurately for orders placed in O&P-1 EDI Functional Test and O&P-2 TAG Functional Test – Switch Translations Verification.	The processes used are: • LCSC Methods & Procedures • UNE Center Methods & Procedures The systems used are: • EDI • TAG • LEO • LNP Gateway • SOCS • DOE/SONGS • NISC	Yes	Yes	Yes	Yes

O&P-6: Order Processing Systems Capacity Management Evaluation

The objective of this evaluation was to analyze the capabilities of BellSouth capacity management functions in relation to the order processing applications and determine whether the procedures were adequate to identify and implement capacity increments to satisfy projected customer business volumes on a timely basis.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-6-1-1	There is an established process for capturing business and transaction volumes.	The processes used for ordering are: • EDI Harbinger tool to collect monthly volumes • TAG LSR Volume Report • LCSC Center Activity Reports The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-6-1-2	There is an established process for capturing resource utilization.	The processes used for ordering are: • Midrange Performance Monitoring Website • BellSouth Open System Interconnect Protocol (BOSIP) The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-6-1-3	Resource utilization is monitored for system components and elements.	The processes used for ordering are: • Midrange Performance Monitoring Website • BellSouth Open System Interconnect Protocol (BOSIP) The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-6-1-4	Instrumentation and other tools are used to collect resource utilization data.	The processes used for ordering are: • InTune and Strobe are used to provide information on where applications are spending CPU cycles, wait times, DASD volumes and tracks accesses, etc. • Data Facility Storage Management Subsystem (DFSMS) used to check for previous messages. • Best/1. BGSCOLL, GlancePlus, SAR, Unicenter TNG and Tivoli are used to produce system resource utilization reports. The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-6-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.).	The processes used for ordering are: • The Performance and Tuning Group, Application Support Teams, Midrange Operations Group and Network Support Teams monitor system resources for mainframe computers and midrange application servers The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-6-1-6	Instrumentation and other tools are used to monitor performance.	The processes used for ordering are: • Midrange Performance Monitoring Website • BOSIP Website • Best/1, GlancePlus, Unicenter TNG and Tivoli The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-6-1-7	There is an established process for forecasting business volumes and transactions.	The processes used for ordering are: • Capacity Planning & Management Playbook The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-6-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.	The processes used for ordering are: • Trended resource utilization data • CLEC transaction forecasts • Capacity Analysis Report • ENCORE systems The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-6-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.	The processes used for ordering are: • Capacity Planning & Management Playbook The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-6-1-10	There is an established process for verification and validation of performance data.	The processes used for ordering are: • Daily mainframe hardware performance • Database administrators • Application support groups • Transport group The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-6-1-11	Performance monitoring results are compared to service level agreements and other metrics.	The processes used for ordering are: • Service Quality Measurement Plan • Performance Monitoring and Analysis Platform • Transport Group • Architecture & Standards Group The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-6-1-12	Capacity Management process is defined and documented.	The processes used for ordering are: • BellSouth Telecommunications Information Technology Capacity Planning Methodology, Practices, and Requirements • IT Engagement Process The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes
O&P-6-1-13	Resource usage and capacity is considered in the planning process for capacity management.	The processes used for ordering are: • Mainframe Operations Management Group • Application Support Group • Resource Utilization Reports The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-6-1-14	Performance monitoring results are considered in the planning process for capacity management.	The processes used for ordering are: • BellSouth Architecture & Standards Group The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-6-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load re-balancing or system tuning.	The processes used for ordering are: • Historical growth trends tracked against known thresholds and used to estimate future growth to determine when upgrades or new purchases must occur. • Scratch tape counts and scratch tape thresholds are tracked monthly by site to assist in determining when additional tapes should be ordered. • Flags are raised when the performance measures exceed the • thresholds for resource utilization. The systems associated with this activity are: • TAG • EDI	Yes	Yes	Yes	Yes

O&P-7: Ordering & Provisioning Performance Measures Evaluation

One objective of this test was to assess the accuracy and completeness of the Ordering & Provisioning Service Quality Measurements (SQMs) calculated and reported by BellSouth for the KCI test CLEC. The other objective was to assess the accuracy of the raw data used by BellSouth to perform these calculations.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-7-1-1	BLS reports are correctly disaggregated and complete - Percent Rejected Service Requests.		Yes	Yes	Yes	Yes
O&P-7-1-2	KCI-calculated SQM values agree with BLS-reported SQM values - Percent Rejected Service Requests.		Yes	Yes	Yes	Yes
O&P-7-2-1	BLS Reports are correctly disaggregated and complete – Reject Interval.		Yes	Yes	Yes	Yes
O&P-7-2-2	KCI-calculated SQM values agree with BLS-reported SQM values – Reject Interval.		Yes	Yes	Yes	Yes
O&P-7-3-1	BLS reports are correctly disaggregated and complete - Firm Order Confirmation Timeliness.		Yes	Yes	Yes	Yes
O&P-7-3-2	KCI-calculated SQM values agree with BLS-reported SQM values - Firm Order Confirmation Timeliness.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-7-4-1	BLS reports are correctly disaggregated and complete - Speed of Answer in Ordering Center.		Yes	Yes	Yes	Yes
O&P-7-4-2	KCI-calculated SQM values agree with BLS-reported SQM values - Speed of Answer in Ordering Center.		Yes	Yes	Yes	Yes
O&P-7-5-1	BLS reports are correctly disaggregated and complete - Mean Held Order Interval and Distribution Intervals.		Yes	Yes	Yes	Yes
O&P-7-5-2	KCI-calculated SQM values agree with BLS-reported SQM values - Mean Held Order Interval and Distribution Intervals.		Yes	Yes	Yes	Yes
O&P-7-5-3	Test data collected by KCI agrees with BLS raw data - Mean Held Order Interval and Distribution Intervals.		Yes	Yes	Yes	Yes
O&P-7-6-1	BLS reports are correctly disaggregated and complete - Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices.		Yes	Yes	Yes	Yes
O&P-7-6-2	KCI-calculated SQM values agree with BLS-reported SQM values - Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-7-7-1	BLS reports are correctly disaggregated and complete - Percent Missed Installation Appointments.		Yes	Yes	Yes	Yes
O&P-7-7-2	KCI-calculated SQM values agree with BLS-reported SQM values - Percent Missed Installation Appointments.		Yes	Yes	Yes	Yes
O&P-7-7-3	Test data collected by KCI agrees with BLS raw data - Percent Missed Installation Appointments.		Yes	Yes	Yes	Yes
O&P-7-8-1	BLS reports are correctly disaggregated and complete - Average Completion Interval Order Completion Interval Distribution.		Yes	Yes	Yes	Yes
O&P-7-8-2	KCI-calculated SQM values agree with BLS-reported SQM values - Average Completion Interval Order Completion Interval Distribution.		Yes	Yes	Yes	Yes
O&P-7-8-3	Test data collected by KCI agrees with BLS raw data - Average Completion Interval Order Completion Interval Distribution.		Yes	Yes	Yes	Yes
O&P-7-9-1	BLS reports are correctly disaggregated and complete - Average Completion Notice Interval.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-7-9-2	KCI-calculated SQM values agree with BLS-reported SQM values - Average Completion Notice Interval.		Yes	Yes	Yes	Yes
O&P-7-9-3	Test data collected by KCI agrees with BLS raw data - Average Completion Notice Interval.		Yes	Yes	Yes	Yes
O&P-7-10-1	BLS reports are correctly disaggregated and complete - Coordinated Customer Conversions.		Yes	Yes	Yes	Yes
O&P-7-10-2	KCI-calculated SQM values agree with BLS-reported SQM values - Coordinated Customer Conversions.		Yes	Yes	Yes	Yes
O&P-7-11-1	BLS reports are correctly disaggregated and complete - Percent Provisioning Troubles within 30 days of Service Order Activity.		Yes	Yes	Yes	Yes
O&P-7-11-2	KCI-calculated SQM values agree with BLS-reported SQM values - Percent Provisioning Troubles within 30 days of Service Order Activity.		Yes	Yes	Yes	Yes
O&P-7-12-1	BLS reports are correctly disaggregated and complete - Total Service Order Cycle Time.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-7-12-2	KCI-calculated SQM values agree with BLS-reported SQM values - Total Service Order Cycle Time.		Yes	Yes	Yes	Yes
O&P-7-12-3	Test data collected by KCI agrees with BLS raw data - Total Service Order Cycle Time.		Yes	Yes	Yes	Yes
O&P-7-13-1	BLS reports are correctly disaggregated and complete - Service Order Accuracy.		Yes	Yes	Yes	Yes
O&P-7-13-2	KCI-calculated SQM values agree with BLS-reported SQM values - Service Order Accuracy.		Yes	Yes	Yes	Yes
O&P-7-1-3	Test data collected by KCI agrees with BLS raw data - Percent Rejected Service Requests.		Yes	Yes	Yes	Yes
O&P-7-2-3	Test data collected by KCI agrees with BLS raw data – Reject Interval.		Yes	Yes	Yes	Yes
O&P-7-3-3	Test data collected by KCI agrees with BLS raw data - Firm Order Confirmation Timeliness.		Yes	Yes	Yes	Yes
O&P-7-6-3	Test data collected by KCI agrees with BLS raw data - Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices.		Yes	Yes	Yes	Yes

O&P-8: EDI Documentation Evaluation

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the EDI ordering and provisioning functions available to them.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-8-1-1	BLS documentation is readily available via the BellSouth Web site or in hardcopy.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-1-2	BLS makes updates to documents readily available to the CLECs.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-1-3	Training is available for use of documentation.	The document used for training is: • CLEC Training Course Information The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	The processes used for maintaining documentation is: • BellSouth Documentation Checklist (internal) • BellSouth Change Control Process The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-8-1-5	Responsibilities and procedures for distributing documentation are clearly defined.	The processes used for maintaining documentation is: • BellSouth Documentation Checklist (internal) • BellSouth Change Control Process The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-2-1	Document version is indicated clearly within and throughout each document.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-2-2	BLS document organization is consistent with its intended use.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-2-3	BLS documents contain information that is relevant to its intended audience.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-2-4	BLS documents contain table of contents.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-8-2-5	BLS documents are logically organized with clear page numbering and section labeling.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-2-6	BLS Documents contain contact/help desk numbers.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-2-7	BLS documents clearly indicate purpose and scope.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-2-8	Cross-references are clearly stated directing readers to relevant sources of additional information.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-2-9	BLS documents clearly instruct users how to notify BellSouth of document errors and omissions.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) • BellSouth Change Control Process The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-8-3-1	BLS documents provide description of all error messages and potential steps for resolution.	The processes used for documentation are: • BellSouth Local Exchange Ordering Implementation Guide Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-3-2	BLS documents clearly identify inputs/outputs of the specific processes.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-3-3	BLS documents include expected results of process and cycle times.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • Products and Services Interval Guide • Pending Order Status Job Aid The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-4-1	BLS documents correctly define all data fields.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-4-2	BLS documents accurately define acceptable formats for all data fields.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
O&P-8-4-3	BLS documents clearly identify required and optional fields.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-4-4	BLS documents clearly describe expected system responses/outputs.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-8-4-5	BLS documents contain methods and procedures to correctly execute processes.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

O&P-9: TAG Documentation Evaluation

Interface development, and the documentation supporting this process, was not part of the evaluation scope outlinedby the GPSC in its May 20, 1999 *Order*. Therefore, no such evaluation was conducted.

O&P-10: EDI/TAG Production Volume Performance Test

The objective of the EDI/TAG Production Volume Performance Test was to measure the performance of the EDI and TAG interfaces under current production capacity at YE01 projected transaction mix.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-10-1-1	EDI order transaction capability is consistently available during scheduled hours of operation.	The document used for system availability is: • BellSouth System Availability The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-10-1-2	TAG order transaction capability is consistently available during scheduled hours of operation.	The document used for system availability is: • BellSouth System Availability The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-10-2-1	The EDI interface provides expected system responses.	For ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-10-2-2	The TAG interface provides expected system responses.	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-10-2-3	The TAG interface provides expected pre-order system responses.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-10-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-10-3-2	BLS's TAG interface provides timely Functional Acknowledgements (FAs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-10-3-3	BLS's EDI interface provides timely Firm Order Confirmations (FOCs).	For ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 The system associated with this activity is: • EDI	Yes	Yes	Yes	Yes
O&P-10-3-4	BLS's TAG interface provides timely Firm Order Confirmations (FOCs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
O&P-10-3-5	The TAG interface provides timely pre-order responses from BLS's Regional Street Access Guide-Telephone Number (RSAG-TN) back end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-10-3-6	The TAG interface provides timely pre-order responses from BLS's RSAG-Address back end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-10-3-7	The TAG interface provides timely pre-order responses from BLS's Direct Order Entry Support Application Program (DSAP) back end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-10-3-8	The TAG interface provides timely pre-order responses from BLS's Application for Telephone Number Load Administration and Selection (ATLAS) back end system.	The documents used for ordering are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-10-3-9	The TAG interface provides timely pre-order responses from BLS's CRSECSR back end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-10-3-10	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-10-3-11	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-10-3-12	The TAG interface provides timely pre-order responses from BLS's OASIS back-end system.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-10-3-13	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes
O&P-10-4-1	BLS systems provide accurate pre-order success responses.	The documents used for volume testing are: • BellSouth Pre-Order Business Rules • BellSouth Pre-Order Business Rules Data Dictionary • TAG API Reference Guide The system associated with this activity is: • TAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
O&P-10-4-2	BLS systems provide clear, accurate, and complete Firm Order Confirmations (FOCs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • TAG API Reference Guide The systems associated with this activity are: • EDI • TAG	Yes	Yes	Yes	Yes
O&P-10-4-3	BLS systems provide accurate order errors (ERRs)/clarifications (CLRs).	The documents used for ordering are: • BellSouth Local Exchange Ordering Implementation Guides Vol. 1 and 4 • TAG API Reference Guide The systems associated with this activity are: • EDI • TAG	Yes	Yes	Yes	Yes

Maintenance & Repair (M&R)

M&R-1: TAFI Functional Evaluation

The objective of this test was to validate the existence of Trouble Administration Facilitation Interface (TAFI) trouble reporting and screening functionality for telephone number-assigned Unbundled Network Elements (UNE) customers in accordance with the Competitive Local Exchange Carrier (CLEC) TAFI End User Training and User Guide.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
M&R-1-1-1	The user is able to enter a trouble report using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-2	The user is able to modify a trouble report using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-3	The user is able to create a repeat report using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-1-1-4	The user is able to create a subsequent report using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-5	The user is able to enter multiple trouble reports (MTRs) using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-6	The user is able to enter and retrieve trouble reports from the queue in TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-7	The user is able to execute supervisor functions within TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-8	The user is able to close a trouble report using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-1-1-9	The user is able to cancel a trouble report using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-10	The user is able to conduct a port and loop-port test (Mechanized Loop Tests [MLT]) using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-11	The user is able to view port and loop-port test (MLT) results using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-12	The user is able to retrieve a LMOS recent status report and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-13	The user is able to obtain customer line record information (BOCRIS CSR) using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-1-1-14	The user is able to obtain Predictor results using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-15	The user is able to view Display Line Record (DLR) information using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-16	The user is able to view SOCS pending order information using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-17	The user is able to view and resend transactions that incurred host request errors using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-1-18	The user is able to retrieve trouble history using TAFI and receive a satisfactory response.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-1-2-1	The user receives timely responses when entering and retrieving trouble reports from the queue in TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-2-2	The user receives timely responses when executing TAFI supervisor functions.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-2-3	The user receives timely responses from the MLT test.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-2-4	The user receives timely responses when retrieving a LMOS recent status report using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-2-5	The user receives timely responses when obtaining customer line record information using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-1-2-6	The user receives timely responses when obtaining Predictor results using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-2-7	The user receives timely responses when retrieving DLR information using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-2-8	The user receives timely responses when retrieving SOCS pending order information using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-2-9	The user receives timely responses when retrieving trouble history using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-1	TAFI is a user-friendly system for creating trouble reports.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-1-3-2	TAFI is a user-friendly system for modifying trouble reports.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-3	TAFI is a user-friendly system for creating repeat reports.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-4	TAFI is a user-friendly system for creating subsequent reports.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-5	TAFI is a user-friendly system for entering multiple trouble reports (MTR).	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-6	TAFI is a user-friendly system for entering and retrieving trouble reports from the queue.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-1-3-7	TAFI is a user-friendly system for executing supervisor functions.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-8	TAFI is a user-friendly system for closing trouble reports.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-9	TAFI is a user-friendly system for canceling trouble reports.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-10	TAFI is a user-friendly system for initiating port and loop-port tests.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-11	TAFI is a user-friendly system for viewing port and loop-port test results.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-1-3-12	TAFI is a user-friendly system for retrieving a LMOS recent status report.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-13	TAFI is a user-friendly system for obtaining customer line record information.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-14	TAFI is a user-friendly system for obtaining Predictor results.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-15	TAFI is a user-friendly system for viewing DLR information.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-16	TAFI is a user-friendly system for viewing SOCS pending order information.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
M&R-1-3-17	TAFI is a user-friendly system for viewing and resending trouble reports that incurred host request errors.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-18	TAFI is a user-friendly system for retrieving trouble history.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-1-3-19	TAFI is a user-friendly system for handling non-designed UNE M&R issues.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

M&R-2: ECTA Functional Evaluation

The objective of this test was to validate the existence of Electronic Communication Trouble Administration (ECTA) trouble reporting and screening functionality for both telephone number assigned and circuit identified UNE customers in accordance with BellSouth's published specifications.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-2-1-1	The user is able to enter a trouble report into ECTA and receive a satisfactory response.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-2-1-2	The user is able to request trouble report status from ECTA and receive a satisfactory response.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-2-1-3	The user is able to add trouble information to an ECTA trouble report and receive a satisfactory response.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-2-1-4	The user is able to modify trouble administration information on an ECTA trouble report and receive a satisfactory response.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-2-1-5	The user is able to cancel a trouble report in ECTA and receive a satisfactory response.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-2-1-6	The user is able to respond to trouble repair completion notifications and receive a satisfactory response.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-2-1-7	The user is able to conduct a Mechanized Line Test and receive a satisfactory response.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-2-2-1	The user receives a timely response when entering a trouble report using ECTA.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-2-2-2	The user receives a timely response when requesting trouble report status using ECTA.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-2-2-3	The user receives a timely response when adding trouble information using ECTA.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-2-2-4	The user receives a timely response when modifying trouble report administration information using ECTA.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-2-2-5	The user receives a timely response when canceling a trouble report using ECTA.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-2-2-6	The user receives a timely response when responding to a verify repair completion.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-2-2-7	The user receives a timely response when conducting a Mechanized Line Test using ECTA.	The document used for M&R is: • BellSouth ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

M&R-3: ECTA Normal Volume Performance Evaluation

The objective of this test was to evaluate the current release of BellSouth's Electronic Communication Trouble Administration (ECTA) Gateway for Maintenance and Repair trouble report processing under projected year-end 2001 (YE01) normal load conditions.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
M&R-3-1-1	The user receives the correct response when entering a trouble ticket into ECTA.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-3-1-2	The user receives the correct response when requesting the status of a trouble ticket using ECTA.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-3-1-3	The user receives the correct response when adding trouble information to a trouble ticket using ECTA.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-3-1-4	The user receives the correct response when modifying trouble administration information using ECTA.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-3-1-5	The user receives the correct response when canceling a trouble ticket using ECTA.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-3-2-1	The response when entering a trouble report using ECTA is within published specifications.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-3-2-2	The response when requesting trouble report status using ECTA is within BLS published specifications.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-3-2-3	The response when adding trouble information using ECTA is within BLS published specifications.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-3-2-4	The response when modifying trouble report administration information using ECTA is within BLS published specifications.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-3-2-5	The user receives the correct response when canceling a trouble ticket using ECTA.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

M&R-4: ECTA Peak Volume Performance Evaluation

The objective of this test was to evaluate the current release of BellSouth's ECTA Gateway for Maintenance and Repair trouble report processing under projected year-end 2001 (YE01) peak load conditions.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-4-1-1	The user receives the correct response when entering a trouble ticket into ECTA.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-4-1-2	The user receives the correct response when requesting the status of a trouble ticket using ECTA.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-4-1-3	The user receives the correct response when adding trouble information to a trouble ticket using ECTA.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-4-1-4	The user receives the correct response when modifying trouble administration information using ECTA.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-4-1-5	The user receives the correct response when canceling a trouble ticket using ECTA.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-4-2-1	The response when entering a trouble report using ECTA is within BLS published specifications.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-4-2-2	The response when requesting trouble report status using ECTA is within BLS published specifications.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-4-2-3	The response when adding trouble information using ECTA is within BLS published specifications.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-4-2-4	The response when modifying trouble report administration information using ECTA is within BLS published specifications.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-4-2-5	The user receives the correct response when canceling a trouble report using ECTA.	The document used for this activity is: • Joint Implementation Agreement (JIA) for ECTA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

M&R5: TAFI Capacity Management Evaluation

The objective of this evaluation was to determine the extent to which procedures to accommodate increases in TAFI system transaction volumes and users are being actively managed.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-5-1-1	There is an established process for capturing business and transaction volumes.	The processes used for M&R are: • CLEC TAFI Usage Reports The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-5-1-2	There is an established process for capturing resource utilization.	The processes used for M&R are: • Midrange Performance Monitoring Website • BellSouth Open System Interconnect Protocol (BOSIP) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-5-1-3	Resource utilization is monitored for system components and elements.	The processes used for M&R are: • Midrange Performance Monitoring Website • BellSouth Open System Interconnect Protocol (BOSIP) The system Associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-5-1-4	Instrumentation and other tools are used to collect resource utilization data.	The processes used for M&R are: • InTune and Strobe are used to provide information on where applications are spending CPU cycles, wait times, DASD volumes and tracks accesses, etc. • Data Facility Storage Management Subsystem (DFSMS) used to check for previous messages. • Best/1. BGSCOLL, GlancePlus, SAR, Unicener TNG and Tivoli are used to produce system resource utilization reports. The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-5-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.)	The processes used for M&R are: • Performance monitoring by Midrange Operations Group • BellSouth Transport Team monitors day-to-day activities • Protocol Analysis and Communications Support provides problem resolution for network issues. The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-5-1-6	Instrumentation and other tools are used to monitor performance.	The processes used for M&R are: • Midrange Performance Monitoring Website • BOSIP Website • Best/1, GlancePlus, Unicenter TNG and Tivoli The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-5-1-7	There is an established process for forecasting business volumes and transactions.	The processes used for M&R are: • Capacity Planning & Management Playbook The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-5-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.	The processes used for M&R are: • CLEC TAFI Trouble Forecast Reports The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-5-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.	The processes used for M&R are: • Capacity Planning & Management Playbook The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-5-1-10	There is an established process for verification and validation of performance data.	The processes used for M&R are: • System Administrators and Transport Group verify and validate performance data. The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-5-1-11	Performance monitoring results are compared to service level agreements and other metrics.	The processes used for M&R are: • Service Quality Measurement Plan • Performance Monitoring and Analysis Platform • Transport Group • Architecture & Standards Group The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-5-1-12	Capacity Management process is defined and documented.	The processes used for M&R are: • BellSouth Telecommunications Information Technology Capacity Planning Methodology, Practices, and Requirements • IT Engagement Process The system associated with this activity are: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-5-1-13	Resource usage and capacity is considered in the planning process for capacity management.	The processes used for M&R are: • Midrange utilization reports • Comparison of trended utilization reports versus known system limits to determine when additional capacity is warranted. The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-5-1-14	Performance monitoring results are considered in the planning process for capacity management.	The processes used for M&R are: • BellSouth Architecture & Standards Group The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-5-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load rebalancing or system tuning.	The processes used for M&R are: • Values that exceed thresholds are flagged and investigated. • Quarterly meetings are held to determine if a system rebalance, component re-allocation, additional purchase or hardware upgrade is required. The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

M&R-6: ECTA Capacity Management Evaluation

The objective of this evaluation was to determine the extent to which procedures to accommodate increases in the ECTA system transaction volumes and users are being actively managed.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-6-1-1	There is an established process for capturing business and transaction volumes.	The processes used for M&R are: • CLEC ECTA Usage Reports The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-6-1-2	There is an established process for capturing resource utilization.	The processes used for M&R are: • Midrange Performance Monitoring Website • BellSouth Open System Interconnect Protocol (BOSIP) The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-6-1-3	Resource utilization is monitored for system components and elements.	The processes used for M&R are: • Midrange Performance Monitoring Website • BellSouth Open System Interconnect Protocol (BOSIP) The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-6-1-4	Instrumentation and other tools are used to collect resource utilization data.	The processes used for M&R are: • InTune and Strobe are used to provide information on where applications are spending CPU cycles, wait times, DASD volumes and tracks accesses, etc. • Data Facility Storage Management Subsystem (DFSMS) used to check for previous messages. • Best/1. BGSCOLL, GlancePlus, SAR, Unicener TNG and Tivoli are used to produce system resource utilization reports. The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-6-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.).	The processes used for M&R are: • Performance monitoring by Midrange Operations Group • BellSouth Transport Team monitors day-to-day activities • Protocol Analysis and Communications Support provides problem resolution for network issues. The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-6-1-6	Instrumentation and other tools are used to monitor performance.	The processes used for M&R are: • Midrange Performance Monitoring Website • BOSIP Website • Best/1, GlancePlus, Unicenter TNG and Tivoli The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-6-1-7	There is an established process for forecasting business volumes and transactions.	The processes used for M&R are: • Capacity Planning & Management Playbook The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-6-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.	The process used for M&R is: • ECTA JIA The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-6-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.	The process used for M&R is: • Capacity Planning & Management Playbook The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-6-1-10	There is an established process for verification and validation of performance data.	The processes used for M&R are: • System Administrators and Transport Group verify and validate performance data. The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-6-1-11	Performance monitoring results are compared to service level agreements and other metrics.	The processes used for M&R are: • Service Quality Measurement Plan • Performance Monitoring and Analysis Platform • Transport Group • Architecture & Standards Group The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-6-1-12	Capacity Management process is defined and documented.	The processes used for M&R are: • BellSouth Telecommunications Information Technology Capacity Planning Methodology, Practices, and Requirements • IT Engagement Process The system associated with this activity are: • ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-6-1-13	Resource usage and capacity is considered in the planning process for capacity management.	The processes used for M&R are: • Midrange utilization reports • Comparison of trended utilization reports versus known system limits to determine when additional capacity is warranted. The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-6-1-14	Performance monitoring results are considered in the planning process for capacity management.	The processes used for M&R are: • BellSouth Architecture & Standards Group The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-6-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load rebalancing or system tuning.	The processes used for M&R are: • Values that exceed thresholds are flagged and investigated. • additional hardware or hardware upgrade is purchases, as required. The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

M&R-7: M&R Performance Measures Evaluation

One objective of this test was to assess the accuracy and completeness of the Maintenance & Repair Service Quality Measurements (SQMs) calculated and reported by BellSouth for the KCI test CLEC. The other objective was to assess the accuracy of the raw data used by BellSouth to perform these calculations.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-7-1-1	BLS reports are correctly disaggregated and complete - Missed Repair Appointments.		Yes	Yes	Yes	Yes
M&R-7-1-2	KCI-calculated SQM values agree with BLS-reported SQM values - Missed Repair Appointments.		Yes	Yes	Yes	Yes
M&R-7-1-3	Test data collected by KCI agrees with BLS raw data - Missed Repair Appointments.		Yes	Yes	Yes	Yes
M&R-7-2-1	BLS reports are correctly disaggregated and complete - Customer Trouble Report Rate.		Yes	Yes	Yes	Yes
M&R-7-2-2	KCI-calculated SQM values agree with BLS-reported SQM values - Customer Trouble Report Rate.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-7-2-3	Test data collected by KCI agrees with BLS raw data - Customer Trouble Report Rate.		Yes	Yes	Yes	Yes
M&R-7-3-1	BLS reports are correctly disaggregated and complete - Maintenance Average Duration.		Yes	Yes	Yes	Yes
M&R-7-3-2	KCI-calculated SQM values agree with BLS-reported SQM values - Maintenance Average Duration.		Yes	Yes	Yes	Yes
M&R-7-3-3	Test data collected by KCI agrees with BLS raw data - Maintenance Average Duration.		Yes	Yes	Yes	Yes
M&R-7-4-1	BLS reports are correctly disaggregated and complete - Percent Repeat Troubles within 30 days.		Yes	Yes	Yes	Yes
M&R-7-4-2	KCI-calculated SQM values agree with BLS-reported SQM values - Percent Repeat Troubles within 30 days.		Yes	Yes	Yes	Yes
M&R-7-4-3	Test data collected by KCI agrees with BLS raw data - Percent Repeat Troubles within 30 days.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-7-5-1	BLS reports are correctly disaggregated and complete - Out Of Service > 24 hours.		Yes	Yes	Yes	Yes
M&R-7-5-2	KCI-calculated SQM values agree with BLS-reported SQM values - Out Of Service > 24 hours.		Yes	Yes	Yes	Yes
M&R-7-5-3	Test data collected by KCI agrees with BLS raw data - Out Of Service > 24 hours.		Yes	Yes	Yes	Yes
M&R-7-6-1	BLS reports are correctly disaggregated and complete - OSS Interface Availability.		Yes	Yes	Yes	Yes
M&R-7-6-2	KCI-calculated SQM values agree with BLS-reported SQM values - OSS Interface Availability.		Yes	Yes	Yes	Yes
M&R-7-7-1	BLS reports are correctly disaggregated and complete - OSS Response Interval and Percentages.		Yes	Yes	Yes	Yes
M&R-7-7-2	KCI-calculated SQM values agree with BLS-reported SQM values - OSS Response Interval and Percentages.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-7-8-1	BLS reports are correctly disaggregated and complete - Average Answer Time - Repair Centers.		Yes	Yes	Yes	Yes
M&R-7-8-2	KCI-calculated SQM values agree with BLS-reported SQM values - Average Answer Time - Repair Centers.		Yes	Yes	Yes	Yes

M&R-8: TAFI Documentation Evaluation

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the TAFI functions available to them.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-1-1	The document version is indicated within each document and is clear throughout the document.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-2	The document provides cross-references and annotations within the document.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-3	The document indicates document scope and purpose.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-1-4	The document is logically organized (e.g., clear page numbering and section labeling, table of contents, glossary of terms, explanation of acronyms, etc.) and contains a statement of organization.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-5	The organization of the document is consistent with its intended use.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-6	The document describes user access of TAFI system(s).	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-7	The document has clear and accurate citations directing readers to relevant sources of additional information.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-1-8	The CLEC *TAFI User Guide* clearly defines how to navigate the system(s).	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-9	The CLEC *TAFI User Guide* defines data entry fields for creating, checking status, modifying, managing, canceling and closing trouble reports.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-10	The CLEC *TAFI User Guide* explains acceptable formats for data fields.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-11	The CLEC *TAFI User Guide* distinguishes between required and optional fields.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-12	The CLEC *TAFI User Guide* defines possible options after data entry (i.e., save, send, cancel.)	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-1-13	The CLEC *TAFI User Guide* describes expected system responses/outputs and response times.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-14	CLEC *TAFI User Guide* provides descriptions of error messages and possible steps for resolution.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-15	The CLEC *TAFI User Guide* describes the escalation process and provides contact information for out of the ordinary occurrences.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-16	The document contains information that is relevant to its intended audience.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-17	The CLEC *TAFI User Guide* accurately explains how to create a trouble report using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-1-18	The CLEC *TAFI User Guide* accurately explains how to modify a trouble report using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-19	The CLEC *TAFI User Guide* accurately explains how to create a repeat trouble report using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-20	The CLEC *TAFI User Guide* accurately explains how to create a subsequent trouble report using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-21	The CLEC *TAFI User Guide* accurately explains how to enter multiple trouble reports.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-22	The CLEC *TAFI User Guide* accurately explains how to enter and retrieve trouble reports from the queue in TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-1-23	The CLEC *TAFI User Guide* accurately explains how to execute supervisor functions within TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-24	The CLEC *TAFI User Guide* accurately explains how to close a trouble report using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-25	The CLEC *TAFI User Guide* accurately explains how to cancel a trouble report using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-26	The CLEC *TAFI User Guide* accurately explains how to view port and loop-port test results using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-27	The CLEC *TAFI User Guide* accurately explains how to retrieve a LMOS recent status report using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-1-28	The CLEC *TAFI User Guide* accurately explains how to obtain BOCRIS customer line record information using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-29	The CLEC *TAFI User Guide* accurately explains how to obtain Predictor results using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-30	The CLEC *TAFI User Guide* accurately explains how to view DLR information using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-31	The CLEC *TAFI User Guide* accurately explains how to view Service Order Communications System (SOCS) pending order information using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-32	The CLEC *TAFI User Guide* accurately explains how to view and resend transactions that incurred host request errors using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-1-33	The CLEC *TAFI User Guide* accurately explains how to retrieve trouble history using TAFI.	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-34	Procedures exist for the distribution of TAFI, the CLEC *TAFI User Guide*, and the CLEC *TAFI End-User Training Manual.*	The document used for M&R is: • CLEC TAFI User Guide The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-35	Procedures exist for the distribution of updates for the CLEC *TAFI User Guide* and the CLEC *TAFI End-User Training Manual.*	The processes used for documentation are: • BellSouth Documentation Checklist (internal) • BellSouth Change Control Process The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-1-36	Responsibilities and procedures for developing, updating and correcting the CLEC *TAFI User Guide* are clearly defined.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) • BellSouth Change Control Process The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-2-1	TAFI On-Line Help is logically and consistently organized.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) • The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-2-2	The organization of the TAFI On-Line Help is consistent with its intended use as described by the CLEC *TAFI End-User Training and User Guide.*	The processes used for documentation are: • BellSouth Documentation Checklist (internal) • The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-2-3	TAFI On-Line Help text is presented in a clearly understandable manner.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) • The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-2-4	TAFI On-Line Help provides the information required to navigate/utilize the TAFI interface.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-2-5	The content of the TAFI On-Line Help is consistent with its intended use as described by the CLEC *TAFI End-User Training and User Guide.*	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-2-6	The components of the TAFI On-Line Help contain accurate information.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-2-7	Responsibilities and procedures for developing, updating, and correcting the TAFI On-Line Help are clearly defined.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) • Bellsouth Change Control Process The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-3-1	The *Facility Based Activation Requirements Guide* is logically organized (e.g., clear page numbering and section labeling, table of contents, glossary of terms, explanation of acronyms, etc.) and contains a statement of organization.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-3-2	The *Facility Based Activation Requirements Guide* clearly describes document purpose.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-3-3	The *Facility Based Activation Requirements Guide* has clear and accurate citations directing readers to relevant sources of additional information.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-3-4	The TAFI information contained within the *Facility Based Activation Requirements Guide* is correct.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes
M&R-8-3-5	The TAFI information contained within the *Facility Based Activation Requirements Guide* is in line with the document purpose.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-8-3-6	The *Facility Based Activation Requirements Guide* is made readily available in a timely manner.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) • BellSouth Change Control Process The system associated with this activity is: • TAFI	Yes	Yes	Yes	Yes

M&R-9: ECTA Documentation Evaluation

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the ECTA functions available to them.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-9-1-1	BellSouth ECTA documentation accurately describes the functionality of the ECTA Gateway.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-9-1-2	BellSouth ECTA documentation is easy to use.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes
M&R-9-1-3	BellSouth ECTA documentation conforms to ANSI documentation requirements.	The processes used for documentation are: • BellSouth Documentation Checklist (internal) The system associated with this activity is: • ECTA	Yes	Yes	Yes	Yes

M&R 10: M&R Process Evaluation

This test was composed of two sub-tests. The objective of Sub-Test 1 was to evaluate the equivalence of BellSouth's end-to-end processes for retail and wholesale trouble reporting and repair. The objective of Sub-Test 2 was to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
M&R-10-1-1	Review of BellSouth M&R process flows for completeness.	The processes used are: • CO • RCMAG • UNE Center • WMC • I & M methods and procedures The systems associated with this activity are: • WFA • LMOS • TAFI • ECTA	Yes	Yes	Yes	Yes
M&R-10-1-2	Review of BellSouth process flows for accuracy.	The process used is: • ISO 9002 Audit	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-10-1-3	Confirm parity between retail and resale process.	The processes used are: • CO • RCMAG • UNE Center • WMC • I & M methods and procedures The systems associated with this activity are: • WFA • LMOS • TAFI • ECTA	Yes	Yes	Yes	Yes
M&R-10-1-4	The M&P's reflect the complete M&R process.	The processes used are: • CO • RCMAG • UNE Center • WMC • I & M methods and procedures The systems associated with this activity are: • WFA • LMOS • TAFI • ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-10-1-5	The M&P's provide for a quality improvement process.	The processes used are: • CO • RCMAG • UNE Center • WMC • I & M methods and procedures The systems associated with this activity are: • WFA • LMOS • TAFI • ECTA	Yes	Yes	Yes	Yes
M&R-10-1-6	The M&P's provide for an escalation process.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA, Operational Understanding (CLEC Guide)	Yes	Yes	Yes	Yes
M&R-10-1-7	The M&P's document roles and responsibilities for the M&R escalation process.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA, Operational Understanding (CLEC Guide	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-10-1-8	The M&P's include a procedure for severity coding of trouble tickets.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA, Operational Understanding (CLEC Guide	Yes	Yes	Yes	Yes
M&R-10-1-9	The M&R process includes performance monitoring.	The processes us The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA, Operational Understanding (CLEC Guide	Yes	Yes	Yes	Yes
M&R-10-1-10	Trouble ticket performance is tracked and reported.	The processes us The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-10-1-11	The M&P's include procedures for documentation of unresolved trouble tickets.	The processes us The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes	Yes
M&R-10-1-12	Problem status of trouble tickets is tracked and is readily accessible.	The processes us The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes	Yes
M&R-10-1-13	BLS accurately closes trouble tickets as defined in M&R test bed circuits.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes	Yes
M&R-10-1-14	BLS meets commitment date and times in BellSouth test bed circuits.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-10-1-15	BLS M&R systems accurately capture and track the relevant data used in performance tracking and the measurement of trouble tickets in the test bed circuits.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes	Yes

Change Management (CM)

CM-1: Change Management Practices Review

The objective of this test was to evaluate overall policies and practices for managing changes to the procedures and Operational Support Systems (OSS) necessary for establishing and maintaining effective operations between BellSouth and Competitive Local Exchange Carriers (CLECs).

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
CM-1-1-1	Change management process responsibilities and activities are clearly defined.	The processes used for defining process responsibilities and activities are: - Elec. Interface CCP document - Change Control Process meetings - Change Control escalation process The systems associated with this activity are: - EDI - TAG - LENS - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
CM-1-1-2	Essential elements of the change management process are in place and adequately documented.	The processes used for documenting essential elements are: Elect. Interface CCP document Change Control Process Improvement meetings Change Review meetings CLEC prioritization of change requests Change Request log Systems associated with this activity are: - LENS - TAG - EDI - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes
CM-1-1-3	The change management process has a framework to evaluate, categorize, and prioritize proposed changes.	The processes used for documenting essential elements are: Elect. Interface CCP document Change Control Process Improvement meetings Change Review meetings CLEC prioritization of change requests Change Request log Systems associated with this activity are: - LENS - TAG - EDI - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
CM-1-1-4	The change management process includes procedures for allowing input from all interested parties.	The processes used for allowing input from all interested parties are: - Change Control Process document - Change Review meetings - Monthly status meetings - Change Control Process Improvement meetings The systems associated with this activity are: - LENS - TAG - EDI - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes
CM-1-1-5	The change management process has clearly defined and reasonable intervals for considering and notifying customers about proposed changes.	The processes used for intervals are: - Change Control Process document - Change Control Process Improvement meetings - Release management schedule The systems associated with this activity are: - LENS - TAG - EDI - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
CM-1-1-6	Documentation regarding proposed changes is distributed on a timely basis.	The processes used for distributing documentation changes are: - Change Control Process document - BellSouth Interconnection web site - Carrier Notification letters - E-mail distribution lists Systems associated with this activity are: - LENS - TAG - EDI - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes
CM-1-1-7	Procedures and systems are in place to track information such as descriptions of proposed changes, key notification dates, and change status.	The process used for tracking are: - Change Control Process document - Change Request log - Change Review meetings - Monthly Status meetings - Process Improvement meetings The systems associated with this activity are: - LENS - TAG - EDI - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
CM-1-1-8	Criteria are defined for the prioritization system and for severity coding.	The processes used for prioritization criteria are: - Change Control Process document - CLEC voting process on candidate change requests - Preliminary priority list - Final priority list - Expedited feature process The systems associated with this activity are: - LENS - EDI - TAG - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes

Billing (BLG)

BLG-1: CRIS/CABS Invoicing Functional Test

The objective of this test was to validate the completeness and accuracy of the CRIS/CABS carrier invoicing process in accordance with BellSouth's published specifications.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-1	The appropriate major bill sections appear on the bills per BLS's documentation.	The processes used for ensuring the appropriate major bill sections appear on the bills are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-2	The appropriate data appears on the page headers per BLS's documentation.	The processes used for ensuring the appropriate data appears on the page headers are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-3	The appropriate data appears on the Remittance page per BLS's documentation.	The processes used for ensuring the appropriate data appears on the remittance page are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-4	The appropriate data appear in the Summary Billing section per BLS's documentation.	The processes used for ensuring the appropriate data appears on the Summary Billing sections are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-5	Appropriate details appear in the Summary Billing section per BLS's documentation.	The processes used for ensuring the appropriate details appear on the Summary Billing section are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-6	The appropriate details appear in the Current Charges section per BLS's documentation.	The processes used for ensuring the appropriate details appear in the current charges section are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-7	The appropriate details appear in the Other Charges and Credits section per BLS's documentation.	The processes used for ensuring the appropriate details appear in the Other Charges and Credits section are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-8	Summary Page calculations correspond with the calculation definition.	The processes used for ensuring the appropriate Summary Page calculations correspond with the calculation definitions are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-9	Balance Due calculations cross total as appropriate.	The processes used for ensuring the Balance Due calculations cross total as appropriate are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-10	Late Payment Charge calculations correspond with the calculation definition in the BLS documentation.	The processes used for ensuring the Late Payment Charge calculations correspond with the definition are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-11	Non-recurring and pro-rated monthly charge calculations correspond appropriately with the BLS tariffs or Interconnection Agreement.	The processes used for ensuring the non-recurring and pro-rated monthly charge calculations correspond appropriately with the BLS tariffs or Interconnection Agreement are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-12	Usage rates correspond with those defined in the BLS tariffs or Interconnection Agreement.	The processes used for ensuring the usage rates correspond to those defined in the BLS tariffs or Interconnection Agreements are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-13	Summary Charge calculations correspond with the calculation definition contained in the BLS tariffs or Interconnection Agreement.	The processes used for ensuring the summary charge calculations correspond with the calculation definition contained in the BLS tariffs or Interconnection Agreements are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-14	Detailed Charge calculations correspond with the calculation definition contained in the BLS tariffs or Interconnection Agreement.	The processes used for ensuring the detailed charge calculations correspond with the calculation definition contained in the BLS tariffs or Interconnection Agreements are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-15	Remittance totals cross-total appropriately	The processes used for ensuring the remittance totals cross-total appropriately are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-16	Summary sections/page correspond with appropriate totals elsewhere in the bills.	The processes used for ensuring the summary sections/page correspond with appropriate totals elsewhere in the bills are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-17	Other Charges & Credits (OC&C) detail matches expected results.	The processes used for ensuring the Other Charges & Credits (OC&C) detail matches expected results are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-18	Monthly Recurring Charge detail matches expected results.	The processes used for ensuring the Monthly Recurring Charge detail matches expected results are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-19	Usage charge(s) match expected results.	The processes used for ensuring the usage charges match expected results are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-20	Bill delivery timeliness corresponds with the BLS standard.	The processes used for ensuring the bill delivery timeliness corresponds with the BLS standard are • System and manual tracking of bill delivery dates • SQM reports The systems associated with this activity are • CRIS • CABS • PMAP	Yes	Yes	Yes	Yes
BLG-1-1-21	Scope and objectives of the bill delivery services cover all key customer requirements.	The processes used for ensuring the bill delivery services cover all key customer requirements are • System tracking and error checks • Multiple options of bill media available to customers The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-22	Bill delivery responsibilities and activities are clearly defined.	The processes used for ensuring the bill delivery timeliness corresponds with the BLS standard are • Segregated job responsibilities to support this function The systems associated with this activity are • N/A	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-23	Customer can readily obtain assistance in the event of problems with bill delivery.	The processes used for ensuring customer assistance for bill delivery are • Dedicated personnel assigned to this task • Customer internet documentation • System recreation of bills The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-24	Process includes procedures to ensure creation of customer bills on appropriate medium.	The processes used for ensuring customer bills created on appropriate medium are • Dedicated personnel assigned to this task • Customer internet documentation The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-25	Process includes procedures to ensure bills are shipped or transmitted to the correct location according to the established schedule.	The processes used for ensuring customer assistance for bill delivery are • System use of customer provided address • System and manual tracking of delivery dates The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-26	Process includes complete and consistent procedures for status tracking, management reporting, and management intervention for bill delivery.	The processes used for status tracking, management reporting and management intervention for bill delivery are • System and manual tracking of bill delivery dates • Management review of bill schedules and delivery dates • Management review of SQM measurement results The systems associated with this activity are • CRIS • CABS • PMAP	Yes	Yes	Yes	Yes
BLG-1-1-27	Process performance measures are defined, measured, and reviewed for bill delivery.	The processes used for process performance measures are • System and manual tracking of bill delivery dates • Management review of bill schedules and delivery dates • SQM measurement The systems associated with this activity are • CRIS • CABS • PMAP	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-28	Process improvement responsibilities are assigned for bill delivery.	The processes used for process improvement responsibilities for bill delivery are • Assignment of responsibility for this function • Management oversight for improvements in process The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-29	Scope and objectives of the bill cycle balancing services cover all key customer requirements.	The processes used for bill cycle balancing are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-30	Bill balancing responsibilities and activities are clearly defined.	The processes used for bill cycle balancing are • System tracking and error checks • Sampling and verification of accounts • Specific personnel assignments to these tasks The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-31	Customer can readily obtain assistance in the event of problems with bill content.	The processes used for customer assistance are • Help Desk specifically assigned to these tasks The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-32	Internal change management procedures are in place to correct implementation of billing system changes (e.g., code and tables).	The processes used for internal change management are • Specific billing personal functions assigned to table updates • Work request process for information systems changes • System and manual controls to ensure changes implemented as expected The systems associated with this activity are • CRIS • CABS • CMTS	Yes	Yes	Yes	Yes
BLG-1-1-33	Process includes procedures to ensure all customer data (e.g., service orders, address changes) has been properly introduced and applied.	The processes used ensure customer data is applied to bill are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-34	Process includes procedures to ensure all customer usage has been accounted for and correctly applied.	The processes used to ensure that all customer usage has been accounted for are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes
BLG-1-1-35	Process includes procedures to ensure all payments and adjustments have been properly introduced and applied.	The processes used to ensure all payments and adjustments have been properly introduced and applied are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-36	Process includes procedures to ensure customer data has been rolled forward from previous cycle.	The processes used to ensure customer data has been rolled forward from previous cycle are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-37	Process includes adequate error detection and correction procedures, and reasonability checks to catch errors not susceptible to pre-determined balancing procedures.	The processes used for error detection and correction are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-38	Process provides for visual quality check of bills.	The processes used for visual quality check of bills are • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-39	Process includes complete and consistent procedures for status tracking, management reporting and management intervention for cycle balancing.	The processes used for status tracking and management reporting are • • Management review of cycle and bill error conditions • Segregated management job responsibilities for these functions The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-40	Process performance measures are defined, measured and reviewed for cycle balancing.	The processes used for process performance measures are • Published deadlines and measurements for bill verification and delivery • SQM for bill delivery which is dependent on bill verification and release The systems associated with this activity are • CRIS • CABS • PMAP	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-41	Process improvement responsibilities are assigned and executed for cycle balancing.	The processes used for process improvement responsibilities are • Management job functions assigned to these task The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-42	Scope and objectives of the historical bill management services cover all key customer requirements.	The processes used for historical bill management are • On-line systems The systems associated with this activity are • BOCRIS • BOCABS • ICABS • MOBI	Yes	Yes	Yes	Yes
BLG-1-1-43	Bill delivery responsibilities and activities are clearly defined.	The processes used to ensure bill delivery responsibilities are defined are • Management job functions assigned to these task • Separate organization assigned to this task. The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-44	Customers are provided with instruction on how to request, track, expedite and obtain assistance for billing resends.	The processes used to request and obtain billing resends are • Manual tracking of customer requests • Internet provided documentation on bill resend process The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-1-1-45	Process includes procedures to ensure bill history retention requirements are operationally satisfied.	The processes used for historical bill management are • On-line systems controls to retain bills for specified time frames The systems associated with this activity are • BOCRIS • BOCABS • ICABS • MOBI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-46	Process includes procedures to retrieve and transmit customer requested billing information.	The processes used for retrieving and transmitting customer bill information are • System requests to recreate bills The systems associated with this activity are • BOCRIS • BOCABS • ICABS • MOBI • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-47	Process includes complete and consistent procedures for status tracking, management reporting and management intervention for the maintenance of historical bill information.	The processes used for status tracking of historical bill information are • On-line systems controls to retain bills for specified time frames The systems associated with this activity are • BOCRIS • BOCABS • ICABS • MOBI • CRIS • CABS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-1-1-48	Process performance measures are defined, measured and reviewed for the maintenance of historical bill information.	The processes used for performance measures for historical bill information are • System tracking by Accenture The systems associated with this activity are • BOCRIS • BOCABS • ICABS • MOBI • CRIS • CABS	Yes	Yes	Yes	Yes
BLG-1-1-49	Process improvement responsibilities are assigned and executed for the maintenance of historical billing information.	The processes used for process improvement responsibilities are • Management job functions assigned to these task The systems associated with this activity are • CRIS • CABS	Yes	Yes	Yes	Yes

BLG-2: ODUF/ADUF Usage Functional Evaluation

The objective of this test was to assess the accuracy, completeness and timeliness of the usage file message processing capability as described in BellSouth's published specifications.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-2-1-1	For all scripted and completed test calls that should generate a DUF record, appropriate DUF records are contained in the electronically delivered Daily Usage Files.	The processes used for ensuring DUF records are created are • System tracking of file record counts • Manual tracking of volume by dates The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes
BLG-2-1-2	For all scripted and completed test calls that should generate a DUF record, all expected DUF records are contained in the electronically delivered Daily Usage Files.	The processes used for ensuring DUF records are created and delivered are • System tracking of file record counts • Manual tracking of volume by dates The systems associated with this activity are • CRIS • Connect Direct • Unitec	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
BLG-2-1-3	For all scripted and completed test calls that should generate a DUF record, 95% are delivered within 6 business days.	The processes used for ensuring DUF records are created and delivered are • System tracking of file record counts • Manual tracking of volume by dates • SQM The systems associated with this activity are • CRIS • Connect Direct • Unitec • PMAP	Yes	Yes	Yes	Yes
BLG-2-1-4	DUF records transmitted to KCI pseudo-CLEC contained billable information	The processes used for ensuring DUF records contain billable information are • System tracking and error checks The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-2-1-5	Scope and objectives of the DUF production and distribution services covers all key customer requirements.	The processes used for ensuring DUF production covers key customer requirements are • Compliance with Ordering and Billing Forum (OBF) guidelines The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes
BLG-2-1-6	DUF production and distribution responsibilities and activities are clearly defined.	The processes used to ensure DUF production and distribution responsibilities are defined are • Management job functions assigned to these task • Separate manager organization assigned to this task. The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
BLG-2-1--7	Customer is provided sufficient understanding of the DUF production and processes.	The processes used for ensuring customer is provided sufficient understanding of the DUF production and distribution process are • Dedicated personnel assigned to this task • Customer internet documentation The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes
BLG-2-1-8	Customer has ready and convenient access to assistance with DUF production and distribution problems.	The processes used for ensuring customer has ready and convenient access to assistance with DUF production problems are • Dedicated personnel assigned to this task The systems associated with this activity are • N/A	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-2-1-9	Internal change management procedures are in place to document and manage process changes (e.g., code, tables).	The processes used for internal change management are • Specific billing personal assigned to table update functions • Work request process for information system changes • System and manual testing and controls to ensure changes implemented as expected The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes
BLG-2-1-10	Process includes procedures to ensure all relevant usage is received, validated and processed.	The processes used for ensure all relevant usage is received, validated and processed are • System tracking of file record counts • Manual tracking of volume by dates The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
BLG-2-1-11	Process includes procedures to ensure all usage is correctly rated and routed.	The processes used for ensure all relevant usage is received, validated and processed are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes
BLG-2-1-12	Process includes adequate error detection procedures and reasonability checks to catch errors not susceptible to pre-determined balancing procedures.	The processes used for ensure all relevant usage is received, validated and processed are • System tracking of file record counts • Manual tracking of volume by dates The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-2-1-13	Process includes procedures to ensure accurate preparation and timely delivery of DUF data.	The processes used for ensure all relevant usage is received, validated and processed are • System tracking of file record counts • Manual tracking of volume by dates The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes
BLG-2-1-14	Process includes procedures for retaining, archiving and accessing prior period data.	The processes used for retaining archiving and accessing prior period data are • System controlled file retention The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-2-1-15	Process includes complete and consistent procedures for status tracking, management reporting and management intervention.	The processes used for status tracking, management reporting and intervention are • System and manual tracking of DUF delivery • Management review of SQM measurement results The systems associated with this activity are • CRIS • PMAP	Yes	Yes	Yes	Yes
BLG-2-1-16	Process performance measures are defined, measured and reviewed.	The processes used for performance measurements are • System and manual tracking of delivery dates • SQM measurement The systems associated with this activity are • CRIS • PMAP	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-2-1-17	Process improvement responsibilities are assigned and executed.	The processes used process improvement responsibilities are • Assignment of responsibility for this function • Management oversight for improvements in process The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes

BLG-3: Billing Systems Capacity Management Evaluation

The objective of this test was to assess the extent to which procedures to accommodate increases in CRIS/CABS/ADUF/ODUF billing transaction volumes and users were being actively managed.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-3-1-1	There is an established process for capturing business and transaction volumes.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes
BLG-3-1-2	There is an established process for capturing resource utilization.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-3-1-3	Resource utilization is monitored for system components and elements.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes
BLG-3-1-4	Instrumentation and other tools are used to collect resource utilization data.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes
BLG-3-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.).	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-3-1-6	Instrumentation and other tools are used to monitor performance.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes
BLG-3-1-7	There is an established process for forecasting business volumes and transactions.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes
BLG-3-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-3-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes
BLG-3-1-10	There is an established process for verification and validation of performance data.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes
BLG-3-1-11	Performance monitoring results are compared to service level agreements and other metrics.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-3-1-12	Capacity Management process is defined and documented.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes
BLG-3-1-13	Resource usage and capacity is considered in the planning process for capacity management.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes
BLG-3-1-14	Performance monitoring results are considered in the planning process for capacity management.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-3-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load re-balancing or system tuning.	The processes used for capacity management are • System volume tracking by Accenture The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes

BLG-4: Billing Performance Results Comparison

One objective of this test was to assess the accuracy and completeness of the Billing Service Quality Measurements (SQMs) calculated and reported by BellSouth for the KCI test CLEC. The other objective was to assess the accuracy of the raw data used by BellSouth to perform these calculations.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-4-1-1	BLS reports are correctly disaggregated and complete - Invoice Accuracy.		Yes	Yes	Yes	Yes
BLG-4-1-2	KCI-calculated SQM values agree with BLS-reported SQM values – Invoice Accuracy.		Yes	Yes	Yes	Yes
BLG-4-2-1	BLS reports are correctly disaggregated and complete – Mean Time to Deliver Invoices.		Yes	Yes	Yes	Yes
BLG-4-2-2	KCI-calculated SQM values agree with BLS-reported SQM values – Mean Time to Deliver Invoices.		Yes	Yes	Yes	Yes
BLG-4-2-3	Test data collected by KCI agrees with BLS raw data - Mean Time to Deliver Invoices.		Yes	Yes	Yes	Yes
BLG-4-3-1	BLS reports are correctly disaggregated and complete - Usage Data Delivery Accuracy.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-4-3-2	KCI-calculated SQM values agree with BLS-reported SQM values – Usage Data Delivery Accuracy.		Yes	Yes	Yes	Yes
BLG-4-4-1	BLS reports are correctly disaggregated and complete - Usage Data Delivery Completeness.		Yes	Yes	Yes	Yes
BLG-4-4-2	KCI-calculated SQM values agree with BLS-reported SQM values – Usage Data Delivery Completeness.		Yes	Yes	Yes	Yes
BLG-4-4-3	Test data collected by KCI agrees with BLS raw data - Usage Data Delivery Completeness.		Yes	Yes	Yes	Yes
BLG-4-5-1	BLS reports are correctly disaggregated and complete - Usage Data Delivery Timeliness.		Yes	Yes	Yes	Yes
BLG-4-5-2	KCI-calculated SQM values agree with BLS-reported SQM values – Usage Data Delivery Timeliness.		Yes	Yes	Yes	Yes
BLG-4-5-3	Test data collected by KCI agrees with BLS raw data - Usage Data Delivery Timeliness.		Yes	Yes	Yes	Yes
BLG-4-6-1	BLS reports are correctly disaggregated and complete - Mean Time to Deliver Usage.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-4-6-2	KCI-calculated SQM values agree with BLS-reported SQM values – Mean Time to Deliver Usage.		Yes	Yes	Yes	Yes
BLG-4-6-3	Test data collected by KCI agrees with BLS raw data - Mean Time to Deliver Usage.		Yes	Yes	Yes	Yes

BLG-5: CRIS/CABS Invoicing Documentation Evaluation

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECS in understanding how to interact with BellSouth's billing function.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-5-1-1	Organization and flow of the documents facilitate ready understanding and access to needed information.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-5-1-2	References are provided to facilitate efficient usage of the documentation.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-5-1-3	Style elements that facilitate document use are defined and consistently and effectively implemented.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • CRIS • CABS • BIBS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-5-2-1	The BLS-provided billing documentation provides CLECs with an adequate understanding of BLS billing policy and practice, and of billing alternatives.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-5-2-2	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to receive and process wholesale bills.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-5-2-3	The BLS-provided billing documentation provides CLECs with an adequate understanding of steps necessary to validate wholesale bills.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-5-2-4	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to request and follow-up on credit or adjustment requests for wholesale bills.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
BLG-5-2-5	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to request and follow-up on BLS assistance with wholesale billing issues and questions.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-5-3-1	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-5-3-2	Responsibilities and procedures for maintaining distribution lists and distributing documentation are clearly defined.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-5-3-3	Distribution procedure allows latest document version to be made available to interested parties in electronic and paper versions in a timely manner.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-5-3-4	Process includes procedures for accepting change requirements from all stakeholders.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-5-3-5	The document development and production process includes procedures for change, version, and effective date management	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-5-3-6	The process includes procedures to define documentation coverage (breadth and depth) requirements.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-5-3-7	The process includes style (organization, format, etc.) guidance.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-5-3-8	The process provides for independent Quality Assurance (QA) of coverage and style.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-5-3-9	The process provides independent validation of correctness.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-5-3-10	The procedure provides for independent evaluation of usability.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-5-3-11	Procedures are carried out in compliance with documentation.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-5-4-1	BLS-provided billing documentation contains no errors that significantly impact a CLEC's ability to receive and process wholesale bills.	The documentation used CRIS/CABS Invoicing is • Tariffs • Contracts • Internet Document "Understanding your Bill" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

BLG-6: ODUF/ADUF Documentation Evaluation

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECS in understanding how to implement and use all of the ODUF/ADUF functions available to them.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-6-1-1	Organization and flow of the documents facilitate ready understanding and access to needed information.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-1-2	References are provided to facilitate efficient usage of the documentation.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-6-1-3	Style elements that facilitate document use are defined and consistently and effectively implemented.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-2-1	The BLS-provided billing documentation provides CLECs with an adequate understanding of BLS DUF policies, practices and customer options.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-2-2	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to prepare and test for receipt of DUF files.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-6-2-3	The BLS-provided billing documentation provides CLECs with an adequate understanding of steps necessary to receive and process the DUF.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-2-4	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to validate BLS provided DUF data.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-2-5	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to request and follow-up on BLS assistance with DUF issues and questions.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-6-3-1	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-3-2	Responsibilities and procedures for maintaining distribution lists and distributing documentation are clearly defined.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-3-3	Distribution procedure allows latest document version to be made available to interested parties in electronic and paper versions in a timely manner.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
BLG-6-3-4	Process includes procedures for accepting change requirements from all stakeholders.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-3-5	The process includes procedures for change, version, and effective date management.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-3-6	The process includes procedures to define documentation topical coverage (breadth and depth) requirements.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-6-3-7	The process includes style (organization, format, etc.) guidance.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-3-8	The process provides for independent Quality Assurance (QA) of coverage and style.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-3-9	The process provides independent validation of correctness.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
BLG-6-3-10	The procedure provides for independent evaluation of usability.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-3-11	DUF document production and distribution procedures are carried out in compliance with BLS documentation.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes
BLG-6-4-1	BLS-provided DUF documentation contains no errors that significantly impact a CLEC's ability to receive and process daily usage files.	The documentation used CRIS/CABS Invoicing is • Contracts • Internet Document "BellSouth CLEC Billing Guide" The systems associated with this activity are • Internet	Yes	Yes	Yes	Yes

Pre-Ordering, Ordering and Provisioning (PO&P)

PO&P-11: EDI and TAG Resale Functional Evaluation

The objective of this test was to evaluate the functionality of BellSouth's pre-ordering and ordering systems for Resale services in processing pre-order queries via the Telecommunications Access Gateway (TAG) interface, and Local Service Requests (LSRs) submitted via TAG or Electronic Data Interchange (EDI).

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-11-1-1	TAG and EDI order transaction capability is consistently available during scheduled hours of operation.		Yes	Yes	Yes	Yes
PO&P-11-2-1	The TAG and EDI interface provides expected system responses.		Yes	Yes	Yes	Yes
PO&P-11-2-2	BLS systems and representatives provide required Pre-order functionality for Resale-specific inquiries.	The processes used are: • LEO IG Volume I • TAG API Guide • LCSC Methods & Procedures The systems used are: • TAG • BOCRIS • ATLAS • RSAG	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-11-2-3	BLS systems and representatives provide required Resale order functionality.	The processes used are: • LEO IG Volume I • LEO IG Volume IV • TAG API Guide • LCSC Methods & Procedures The systems used are: • EDI • TAG • LEO • DOE/SONGS • SOCS	Yes	Yes	Yes	Yes
PO&P-11-3-1a	BLS's EDI interface provides timely Functional Acknowledgements (FAs).		Yes	Yes	Yes	Yes
PO&P-11-3-1b	BLS's TAG interface provides timely Functional Acknowledgements (FAs).		Yes	Yes	Yes	Yes
PO&P-11-3-2b	BLS's TAG interface provides timely Fully Mechanized (FM) order errors (ERRs)/ clarifications (CLRs).		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-11-3-3a	BLS's EDI interface provides timely Partially Mechanized (PM) order clarifications (CLRs).	The processes used are: • LEO IG Volume I • LEO IG Volume IV • LCSC Methods & Procedures • BellSouth SQM The systems used are: • EDI • LEO	Yes	Yes	Yes	Yes
PO&P-11-3-4a	BLS's EDI interface provides timely Flow-Through (FT) Firm Order Confirmations (FOCs).		Yes	Yes	Yes	Yes
PO&P-11-3-4b	BLS's TAG interface provides timely Flow Through (FT) Firm Order Confirmations (FOCs).		Yes	Yes	Yes	Yes
PO&P-11-3-5a	BLS's EDI interface provides timely Non-Flow Through (NFT) Firm Order Confirmations (FOCs).	The processes used are: • LEO IG Volume I • LEO IG Volume IV • LCSC Methods & Procedures • BellSouth SQM The systems used are: • EDI • LEO • SOCS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-11-3-5b	BLS's TAG interface provides timely Non-Flow Through (NFT) Firm Order Confirmations (FOCs).	The processes used are: • LEO IG Volume I • TAG API Guide • LCSC Methods & Procedures • BellSouth SQM The systems used are: • TAG • LEO • SOCS	Yes	Yes	Yes	Yes
PO&P-11-4-1	BLS systems and representatives provide clear, accurate, and complete pre-order responses.	The processes used are: • TAG API Guide • LCSC Methods & Procedures The systems used are: • TAG • BOCRIS • ATLAS • RSAG	Yes	Yes	Yes	Yes
PO&P-11-4-2	BLS systems and representatives provide clear, accurate, and complete pre-order error messages.	The processes used are: • TAG API Guide • LCSC Methods & Procedures The systems used are: • TAG	Yes	Yes	Yes	Yes
PO&P-11-4-6	BLS systems and representatives provide clear, accurate, and complete Completion Notifications (CNs).	The processes used are: • LEO IG Volume I • LEO IG Volume IV • TAG API Guide • LCSC Methods & Procedures The systems used are: • EDI • TAG • LEO • SOCS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-11-4-7	BLS service orders tracking systems (CSOTS) provide accurate LSR status.		Yes	Yes	Yes	Yes
PO&P-11-3-2a	BLS's EDI interface provides timely Fully Mechanized (FM) order errors (ERRs)/ clarifications (CLRs).		Yes	Yes	Yes	Yes
PO&P-11-3-3b	BLS's TAG interface provides timely Partially Mechanized (PM) order clarifications (CLRs).	The processes used are: • LEO IG Volume I • TAG API Guide • LCSC Methods & Procedures • BellSouth SQM The systems used are: • TAG • LEO	Yes	Yes	Yes	Yes
PO&P-11-4-3	BLS systems and representatives provide clear, accurate, and complete Firm Order Confirmations (FOCs).	The processes used are: • LEO IG Volume I • LEO IG Volume IV • TAG API Guide • LCSC Methods & Procedures The systems used are: • EDI • TAG • LEO • SOCS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-11-4-4	BLS systems and representatives provide clear, accurate and complete order errors (ERRs)/clarifications (CLRs).	The processes used are: • LEO IG Volume I • LEO IG Volume IV • TAG API Guide • LCSC Methods & Procedures The systems used are: • EDI • TAG • LEO	Yes	Yes	Yes	Yes
PO&P-11-3-6a	BLS's EDI interface provides timely Completion Notifications (CNs).		Yes	Yes	Yes	Yes
PO&P-11-3-6b	BLS's TAG interface provides timely Completion Notifications (CNs).		Yes	Yes	Yes	Yes
PO&P-11-3-7	BLS's TAG and EDI interface provides timely Jeopardy Notifications.		Yes	Yes	Yes	Yes
PO&P-11-3-8	BLS's TAG and EDI interface provides Missed Appointment (MA) notifications within agreed upon standard intervals.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-11-4-5	Service order provisioning due dates identified within BLS's order confirmation (FOC) delivered through TAG and EDI are consistent with the CLEC's valid due date (DDD) request (e.g., a due date selected in accordance with the product's standard interval or acquired from a Calculate Due Date (CDD) pre-order query).		Yes	Yes	Yes	Yes

PO&P12: xDSL Functional Evaluation

The objective of this test was to evaluate the functionality of BellSouth's pre-ordering and ordering systems for Digital Subscriber Line (xDSL) services in processing queries and orders submitted via two manual interfaces; e-mail and facsimile. This test focused on the pre-ordering and ordering processes. The provisioning of xDSL capable loops was tested in xDSL Provisioning Verification Evaluation (PO&P13).

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-12-1-1	Facsimile/e-mail access is consistently available during scheduled hours of operation.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site	Yes	Yes	Yes	Yes
PO&P-12-2-2	BLS's Representative provides required pre-order functionality for xDSL Loops.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site The system used is: • Loop Qualification System (LQS)	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-12-2-3	BLS's Representative provides required order functionality for xDSL product.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures • BellSouth Business Rules for Local Ordering (BBR LO) The systems used are: • Loop Qualification System (LQS) • LON • SOCS • EXACT • RSAG • LQS • TIRKS • BellSouth Response Information Tracking Enabler (BRITE)	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-12-3-1	BLS's Representative provides pre-order rejections/clarifications (CLRs) within agreed upon standard intervals.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site The system used is: • Loop Qualification System (LQS) • BRITE	Yes	Yes	Yes	Yes
PO&P-12-3-2	BLS's Representative provides Loop Make Up Service Inquiry Information (LMU-SI) within agreed upon intervals.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site The system used is: • Loop Qualification System (LQS) • BRITE	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
PO&P-12-3-3	BLS's Representative provides Acknowledgements for Service Requests (LSR/SIs) within agreed upon standard intervals.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site The system used is: • Loop Qualification System (LQS) • BRITE	Yes	Yes	Yes	Yes
PO&P-12-3-4	BLS's Representative provides order rejections/clarifications (CLRs) within agreed upon standard intervals.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures The system used is: • Loop Qualification System (LQS) • BRITE • LON	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-12-3-5	BLS's Representative provides Firm Order Confirmations (FOCs) within agreed upon standard intervals.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures The system used is: • Loop Qualification System (LQS) • BRITE • LON	Yes	Yes	Yes	Yes
PO&P-12-3-8	BLS's Representative provides Order status updates within agreed upon standard intervals.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures The system used is: • Loop Qualification System (LQS) • BRITE • LON	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
PO&P-12-4-1	BLS systems and representatives provide clear, accurate, and complete LMU-SI/LSR responses.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • BBR LO The system used is: • Loop Qualification System (LQS) • BRITE	Yes	Yes	Yes	Yes
PO&P-12-4-2	BLS systems and representatives provide clear, accurate, and complete LMU-SI rejections/clarifications (CLR).	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • BBR LO The system used is: • Loop Qualification System (LQS) • BRITE	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-12-4-3	BLS's Representative provides clear, accurate, and complete Firm Order Confirmations (FOCs).	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures • BBR LO The system used is: • Loop Qualification System (LQS) • BRITE • LON	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-12-4-4	BLS's Representative provides clear, accurate and complete order LSR-SI rejections / clarifications.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures • BBR LO The system used is: • Loop Qualification System (LQS) • BRITE • LON	Yes	Yes	Yes	Yes
PO&P-12-4-6	BLS provides status on order completion.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures • BBR LO The system used is: • LON • CLEC Service Order Tracking System (CSOTS)	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-12-2-1	BLS's Representative provides expected responses.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures • BBR LO The system used is: • Loop Qualification System (LQS) • BRITE • LON	Yes	Yes	Yes	Yes
PO&P-12-3-6	BLS's Representative provides Jeopardy Notifications within agreed upon standard intervals.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures • BBR LO The system used is: • LON	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-12-3-7	BLS's Representative provides Missed Appointment (MA) notifications within agreed upon standard intervals.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures • BBR LO The system used is: • LON	Yes	Yes	Yes	Yes
PO&P-12-4-5	Service order provisioning due dates identified within BLS's firm order confirmation (FOC) delivered through manual processes are consistent with the CLEC's valid due date (DDD) request (e.g., a due date selected in accordance with the product's standard interval or acquired from a Calculate Due Date [CDD] pre-order query).	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures • BBR LO • Products & Services Interval Guide The system used is: • LON	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-12-4-7	BLS's Representative returns clear, accurate, and complete Jeopardy Notifications.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures • BBR LO The system used is: • LON	Yes	Yes	Yes	Yes
PO&P-12-4-8	BLS's Representative provides clear, accurate, and complete Missed Appointment notifications.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures • BBR LO The system used is: • LON	Yes	Yes	Yes	Yes

PO&P-13: Provisioning Verification Evaluation – Resale & xDSL

The objective of the Provisioning Verification Evaluation Test was to measure BellSouth's ability to meet the agreed-upon functionality and measures of service in the provisioning of Resale services and Digital Subscriber Loops (xDSL).

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-13-1-1	The ADSL completion dates accurately reflect the completion due date contained in the order confirmation.	The processes used are: • Complex Resale Support Group (CRSG) Methods & Procedures • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures • BBR LO The system used is: • LON • CSOTS	Yes	Yes	Yes	Yes
PO&P-13-1-2	ADSL coordinated provisioning procedures are conducted in accordance with stated timing intervals.	The processes used are: • BellSouth SQM • UNE Center Methods & Procedures The system used is: • SOCS	Yes	Yes	Yes	Yes
PO&P-13-2-1	ADSL coordination provisioning procedures are conducted in adherence with methodologies prescribed in internal Method and Procedure documentation.	The processes used are: • UNE Center and Technicians Methods & Procedures The system used is: • SOCS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-13-3-1	A complete (e.g. beginning-to-end) description of the ADSL Jeopardy Notification process is defined.	The processes used are: • UNE Center Methods & Procedures • LCSC Methods & Procedures The system used is: • LON • SOCS	Yes	Yes	Yes	Yes
PO&P-13-4-1	Provisioning activity occurs on the date confirmed to the CLEC.	The processes used are: • UNE Center Methods & Procedures • LCSC Methods & Procedures The system used is: • LON • SOCS	Yes	Yes	Yes	Yes
PO&P-13-4-4	Provisioning was completed accurately for orders placed in PO&P11 EDI & TAG Resale Functional Evaluation–Customer Service Record (CSR) Validation.	The processes used are: • UNE Center Methods & Procedures • LCSC Methods & Procedures The system used is: • SOCS	Yes	Yes	Yes	Yes
PO&P-13-3-2	ADSL provisioning Jeopardy Notifications are returned in adherence to stated timing intervals.	The processes used are: • UNE Center Methods & Procedures • LCSC Methods & Procedures The system used is: • LON • SOCS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-13-3-3	ADSL provisioning Jeopardy Notifications are returned with accurate field entries.	The processes used are: • BellSouth Loop Make Up (LMU) CLEC Information Package on the BellSouth Interconnection web site • LCSC Methods & Procedures • BBR LO The system used is: • LON	Yes	Yes	Yes	Yes
PO&P-13-4-2	Provisioning was completed accurately for orders placed on PO&P-11 EDI & TAG Functional Evaluation - Directory Listings.	The processes used are: • LCSC Methods & Procedures • LEO IG Volume I • LEO IG Volume I$ • TAG API Guide The systems used are: • EDI • TAG • SOCS • LIST	Yes	Yes	Yes	Yes
PO&P-13-4-3	Provisioning was completed accurately for orders placed in PO&P-11 EDI & TAG Resale Functional Evaluation– Switch Translations Verification.	The processes used are: • LCSC Methods & Procedures • LEO IG Volume I • LEO IG Volume I$ • TAG API Guide The systems used are: • EDI • TAG • SOCS • NISC	Yes	Yes	Yes	Yes

PO&P-14: Resale and xDSL Documentation Evaluation

The Resale and xDSL Documentation Evaluation was an operational review of the documentation developed by BellSouth to provide support to Competitive Local Exchange Carriers (CLECs) with Operations Support Systems (OSS) questions, problems, and issues related to carrying out the business processes of pre-ordering and ordering.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-14-1-1	BLS documentation is readily available via the BLS Web site or in hard copy.	The process used is: • BellSouth Interconnection web site • Account Team	Yes	Yes	Yes	Yes
PO&P-14-1-2	BLS makes updates to documents readily available to the CLECs.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes
PO&P-14-1-3	Training is available for use of documentation.	The process used is: • CLEC training offered by BellSouth	Yes	Yes	Yes	Yes
PO&P-14-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes
PO&P-14-1-5	Responsibilities and procedures for distributing documentation are clearly defined.	The process used is: • BellSouth change control process • Quality Document Review • Carrier Notification	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-14-2-1	Document version is indicated clearly within and throughout each document.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes
PO&P-14-2-2	BLS document organization is consistent with its intended use.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes
PO&P-14-2-3	BLS documents contain information that is relevant to its intended audience.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes
PO&P-14-2-4	BLS documents contain table of contents.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes
PO&P-14-2-5	BLS documents are logically organized with clear page numbering and section labeling.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes
PO&P-14-2-6	BLS documents contain contact/help desk numbers.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes
PO&P-14-2-7	BLS documents clearly indicate purpose and scope.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-14-2-8	Cross-references are clearly stated directing readers to relevant sources of additional information.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes
PO&P-14-2-9	BLS documents clearly instruct users how to notify BLS of document errors and omissions.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes
PO&P-14-3-1	BLS documents provide description of all error messages and potential steps for resolution.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes
PO&P-14-3-2	BLS documents clearly identify inputs/outputs of the specific processes.	The process used is: • BellSouth change control process • Quality Document Review	Yes	Yes	Yes	Yes
PO&P-14-3-3	BLS documents include expected results of process and cycle times.	The process used is: • Products & Services Interval Guide • BellSouth Unbundled ADSL/HDSL Capable Loops	Yes	Yes	Yes	Yes
PO&P-14-4-1	BLS documents correctly define data fields.	The process used is: • LEO IG Volumes I-IV • BBR LO • Products & Services Interval Guide • BellSouth Unbundled ADSL/HDSL Capable Loops	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-14-4-2	BLS documents accurately define acceptable formats for data fields.	The process used is: • LEO IG Volumes I-IV • BBR LO • BellSouth Unbundled ADSL/HDSL Capable Loops	Yes	Yes	Yes	Yes
PO&P-14-4-3	BLS documents clearly identify required and optional fields.	The process used is: • LEO IG Volume I • BBR LO • BellSouth Unbundled ADSL/HDSL Capable Loops	Yes	Yes	Yes	Yes
PO&P-14-4-4	BLS documents clearly describe expected system responses/outputs.	The process used is: • LEO IG Volume I • BBR LO	Yes	Yes	Yes	Yes
PO&P-14-4-5	BLS documents contain methods and procedures to correctly execute processes.	The process used is: • LEO IG Volumes I-IV • BBR LO • Products & Services Interval Guide • BellSouth Unbundled ADSL/HDSL Capable Loops	Yes	Yes	Yes	Yes

PO&P-15: Work Center Capacity Management Evaluation - xDSL

The objective of this test was to assess the scalability of BellSouth's manual processes for xDSL pre-order and order processing. This evaluation included a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the capacity of the manual processes and associated workforce.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
PO&P-15-1-1	There is an established process for capturing business and transaction volumes.	The process used is: • Capacity Management & Planning Playbook • CRSG reports • LCSC reports • SAC relog report	Yes	Yes	Yes	Yes
PO&P-15-1-2	There is an established process for capturing resource utilization and performance.		Yes	Yes	Yes	Yes
PO&P-15-1-3	Managers monitor resource utilization and performance through the use of defined instrumentation and other documented tools.		Yes	Yes	Yes	Yes
PO&P-15-1-4	There is an established process for forecasting and trend analysis of business volumes and transactions.		Yes	Yes	Yes	Yes
PO&P-15-1-5	There is an established process for forecasting and trend analysis of resource utilization.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-15-1-6	There are defined methods and procedures for supervisors and managers to follow to evaluate workforce performance and to establish performance metrics and goals.		Yes	Yes	Yes	Yes
PO&P-15-1-7	Capacity Management procedures are defined and documented.		Yes	Yes	Yes	Yes
PO&P-15-1-8	Workforce performance and existing capacity are considered in the planning process for capacity management.		Yes	Yes	Yes	Yes
PO&P-15-1-9	Capacity Management procedures define performance metrics which trigger staff augmentation, staff redeployment/redistribution, or staff training.		Yes	Yes	Yes	Yes
PO&P-15-1-10	Contingency and disaster recovery plans exist in the event of a significant increase in volume or significant loss of BLS resources.		Yes	Yes	Yes	Yes

PO&P-16: xDSL Process Parity Evaluation

The objective of this test was to review the processes and systems that provide pre-order, order, and provisioning for CLEC and Reseller xDSL orders. The review focused on the following areas:

- Pre-Order, Ordering, and Provisioning Systems
- Workflow definitions
- Workforce scheduling
- Facility administration
- Service activation
- Test and acceptance
- Exception handling
- Completion notices

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-16-1-1	Documented procedures for xDSL Pre-Order Service Inquiry process are consistent, repeatable, and comparable between retail and wholesale.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-16-1-2	Documented procedures for xDSL Pre-Order Loop Qualification processes are consistent, repeatable, and comparable between retail and wholesale.		Yes	Yes	Yes	Yes
PO&P-16-1-3	Documented procedures for xDSL Order Submission are consistent, repeatable, and comparable between retail and wholesale.		Yes	Yes	Yes	Yes
PO&P-16-1-4	Documented procedures for xDSL Order Entry are consistent, repeatable, and comparable between retail and wholesale.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-16-1-5	Documented procedures for xDSL Facility Assignment are consistent, repeatable, and comparable between retail and wholesale.		Yes	Yes	Yes	Yes
PO&P-16-1-6	Documented procedures for xDSL Service Activation are consistent, repeatable, and comparable between retail and wholesale.		Yes	Yes	Yes	Yes
PO&P-16-1-7	Systems in the Pre-Order Service Inquiry process are comparable between retail and wholesale.		Yes	Yes	Yes	Yes
PO&P-16-1-8	Systems in the Pre-Order Loop Qualification process are comparable between retail and wholesale.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-16-1-9	Systems in the Order submission processes are comparable between retail and wholesale.		Yes	Yes	Yes	Yes
PO&P-16-1-10	Systems in the Order Entry process are comparable between retail and wholesale.		Yes	Yes	Yes	Yes
PO&P-16-1-11	Systems in the Facility assignment process are comparable between retail and wholesale.		Yes	Yes	Yes	Yes
PO&P-16-1-12	Systems in the Service Activation process are consistent between retail and wholesale.		Yes	Yes	Yes	Yes
PO&P-16-1-13	Service Inquiry transactions are executed in a consistent, comparable, and repeatable manner between retail and wholesale.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-16-1-14	Loop Qualification transactions are executed in a consistent, comparable, and repeatable manner between retail and wholesale.		Yes	Yes	Yes	Yes
PO&P-16-1-15	Order Submission transactions are executed in a consistent, comparable, and repeatable manner between retail and wholesale.		Yes	Yes	Yes	Yes
PO&P-16-1-16	Order Entry transactions are executed in a consistent, comparable, and repeatable manner between retail and wholesale.		Yes	Yes	Yes	Yes
PO&P-16-1-17	Facility Assignment transactions are executed in a consistent, comparable, and repeatable manner between retail and wholesale.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PO&P-16-1-18	Service Activation transactions are executed in a consistent, comparable, and repeatable manner between retail and wholesale.		Yes	Yes	Yes	Yes

M&R 11: M&R Process Evaluation

This test was composed of two sub-tests. The objective of Sub-Test 1 was to evaluate the equivalence of BellSouth's end-to-end processes for trouble reporting and repair for retail xDSL lines and wholesale xDSL over a CLEC Resale POTS line. The objective of Sub-Test 2 was to evaluate BellSouth's performance in making repairs to xDSL lines under the conditions of various wholesale maintenance scenarios.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-11-1-1	BLS has documented M&R process flows for handling xDSL trouble tickets.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes	Yes
M&R-11-1-2	BLS M&R systems accurately capture relevant data and performance.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes	Yes
M&R-11-1-3	BLS provides commitment date and time when logging a trouble call.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-11-1-4	Technicians close the trouble ticket using correct codes.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes	Yes
M&R-11-1-5	Closed trouble tickets were called in by technicians.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA	Yes	Yes	Yes	Yes
M&R-11-1-6	BLS has a documented escalation process for xDSL service.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA Operational Understanding (CLEC Guide)	Yes	Yes	Yes	Yes
M&R-11-1-7	BLS follows documented processes for logging, tracking, and reporting of trouble tickets.	The processes used are: • UNE Center methods and procedures The systems associated with this activity are: • LMOS • WFA, Operational Understanding (CLEC Guide)	Yes	Yes	Yes	Yes

M&R-12: TAFI Functional Test of Resale Lines

The objective of this test was to validate the existence of Trouble Administration Facilitation Interface (TAFI) trouble reporting and screening functionality for resale service customers in accordance with the Competitive Local Exchange Carrier (CLEC) TAFI End-User Training and User Guide.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
M&R-12-1-1	The user is able to enter a trouble report using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-2	The user is able to modify a trouble report using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-3	The user is able to create a repeat report using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-12-1-4	The user is able to create a subsequent report using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-5	The user is able to enter multiple trouble reports (MTRs) using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-6	The user is able to enter and retrieve trouble reports from the queue in TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-7	The user is able to execute supervisor functions within TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-12-1-8	The user is able to close a trouble report using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-9	The user is able to cancel a trouble report using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-10	The user is able to conduct a port and loop-port test (Mechanized Loop Tests [MLT]) using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-11	The user is able to view port and loop-port test (MLT) results using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-12-1-12	The user is able to retrieve a LMOS recent status report and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-13	The user is able to obtain customer line record information (BOCRIS CSR) using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-14	The user is able to obtain Predictor results using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-15	The user is able to view Display Line Record (DLR) information using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-12-1-16	The user is able to view SOCS pending order information using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-17	The user is able to view and resend transactions that incurred host request errors using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-1-18	The user is able to retrieve trouble history using TAFI and receive a satisfactory response.	The processes used are: • CLEC TAFI User Guide The system associated with this activity is • TAFI	Yes	Yes	Yes	Yes
M&R-12-2-1	The user receives timely responses when entering and retrieving trouble reports from the queue in TAFI.		Yes	Yes	Yes	Yes
M&R-12-2-2	The user receives timely responses when executing TAFI supervisor functions.		Yes	Yes	Yes	Yes
M&R-12-2-3	The user receives timely responses from the MLT test.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-12-2-4	The user receives timely responses when retrieving a LMOS recent status report using TAFI.		Yes	Yes	Yes	Yes
M&R-12-2-5	The user receives timely responses when obtaining customer line record information using TAFI.		Yes	Yes	Yes	Yes
M&R-12-2-6	The user receives timely responses when obtaining Predictor results using TAFI.		Yes	Yes	Yes	Yes
M&R-12-2-7	The user receives timely responses when retrieving DLR information using TAFI.		Yes	Yes	Yes	Yes
M&R-12-2-8	The user receives timely responses when retrieving SOCS pending order information using TAFI.		Yes	Yes	Yes	Yes
M&R-12-2-9	The user receives timely responses when retrieving trouble history using TAFI.		Yes	Yes	Yes	Yes
M&R-12-3-1	TAFI is a user-friendly system for creating trouble reports.		Yes	Yes	Yes	Yes
M&R-12-3-2	TAFI is a user-friendly system for modifying trouble reports.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-12-3-3	TAFI is a user-friendly system for creating repeat reports.		Yes	Yes	Yes	Yes
M&R-12-3-4	TAFI is a user-friendly system for creating subsequent reports.		Yes	Yes	Yes	Yes
M&R-12-3-5	TAFI is a user-friendly system for entering multiple trouble reports (MTR).		Yes	Yes	Yes	Yes
M&R-12-3-6	TAFI is a user-friendly system for entering and retrieving trouble reports from the queue.		Yes	Yes	Yes	Yes
M&R-12-3-7	TAFI is a user-friendly system for executing supervisor functions.		Yes	Yes	Yes	Yes
M&R-12-3-8	TAFI is a user-friendly system for closing trouble reports.		Yes	Yes	Yes	Yes
M&R-12-3-9	TAFI is a user-friendly system for canceling trouble reports.		Yes	Yes	Yes	Yes
M&R-12-3-10	TAFI is a user-friendly system for initiating port and loop-port tests.		Yes	Yes	Yes	Yes
M&R-12-3-11	TAFI is a user-friendly system for viewing port and loop-port test results.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-12-3-12	TAFI is a user-friendly system for retrieving a LMOS recent status report.		Yes	Yes	Yes	Yes
M&R-12-3-13	TAFI is a user-friendly system for obtaining customer line record information.		Yes	Yes	Yes	Yes
M&R-12-3-14	TAFI is a user-friendly system for obtaining Predictor results.		Yes	Yes	Yes	Yes
M&R-12-3-15	TAFI is a user-friendly system for viewing DLR information.		Yes	Yes	Yes	Yes
M&R-12-3-16	TAFI is a user-friendly system for viewing SOCS pending order information.		Yes	Yes	Yes	Yes
M&R-12-3-17	TAFI is a user-friendly system for viewing and resending trouble reports that incurred host request errors.		Yes	Yes	Yes	Yes
M&R-12-3-18	TAFI is a user-friendly system for retrieving trouble history.		Yes	Yes	Yes	Yes
M&R-12-3-19	TAFI is a user-friendly system for handling non-designed UNE M&R issues.		Yes	Yes	Yes	Yes

M&R-13: ECTA Functional Test of Resale Lines

The objective of this test was to validate the existence of Electronic Communication Trouble Administration (ECTA) trouble reporting and screening functionality for resale service customers in accordance with BellSouth's published specifications.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-13-1-1	The user is able to enter a trouble report into ECTA and receive a satisfactory response.		Yes	Yes	Yes	Yes
M&R-13-1-2	The user is able to request trouble report status from ECTA and receive an adequate response.		Yes	Yes	Yes	Yes
M&R-13-1-3	The user is able to add trouble information to an ECTA trouble report and receive an adequate response.		Yes	Yes	Yes	Yes
M&R-13-1-4	The user is able to modify trouble administration information on an ECTA trouble report and receive a satisfactory response.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-13-1-5	The user is able to cancel a trouble report in ECTA and receive a satisfactory response.		Yes	Yes	Yes	Yes
M&R-13-1-6	The user is able to respond to trouble repair completion notifications and receive a satisfactory response.		Yes	Yes	Yes	Yes
M&R-13-1-7	The user is able to conduct a Mechanized Line Test and receive a satisfactory response.		Yes	Yes	Yes	Yes
M&R-13-2-1	The user receives a timely response when entering a trouble report using ECTA.		Yes	Yes	Yes	Yes
M&R-13-2-2	The user receives a timely response when requesting trouble report status using ECTA.		Yes	Yes	Yes	Yes
M&R-13-2-3	The user receives a timely response when adding trouble information using ECTA.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
M&R-13-2-4	The user receives a timely response when modifying trouble report administration information using ECTA.		Yes	Yes	Yes	Yes
M&R-13-2-5	The user receives a timely response when canceling a trouble report using ECTA.		Yes	Yes	Yes	Yes
M&R-13-2-6	The user receives a timely response when responding to a verify repair completion.		Yes	Yes	Yes	Yes
M&R-13-2-7	The user receives a timely response when conducting a Mechanized Line Test using ECTA.		Yes	Yes	Yes	Yes

BLG-7: CRIS Resale Invoicing Functional Evaluation

The objective of this test was to validate the completeness and accuracy of the CRIS Resale invoicing process in accordance with BellSouth's published specifications.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-7-1-1	The appropriate major bill sections appear on the bills per BLS's documentation.	The processes used to ensure the appropriate major bill sections appear on the bills are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes
BLG-7-1-2	The appropriate data appear on the page headers per BLS's documentation.	The processes used to ensure the appropriate data appears on page headers are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-7-1-3	The appropriate data appear on the Remittance page per BLS's documentation.	The processes used to ensure the appropriate data appears on page headers are • System tracking and error checks • Sampling and verification of accounts The systems associated with this activity are • CRIS	Yes	Yes	Yes	Yes
BLG-7-1-4	Appropriate data appear in the Summary Billing Section per BLS's documentation.		Yes	Yes	Yes	Yes
BLG-7-1-5	Appropriate details appear in the Summary Billing Section per BLS's documentation.		Yes	Yes	Yes	Yes
BLG-7-1-6	The appropriate details appear in the Current Charges Section per BLS's documentation.		Yes	Yes	Yes	Yes
BLG-7-1-7	The appropriate details appear in the Other Charges and Credits Section per BLS's documentation.		Yes	Yes	Yes	Yes
BLG-7-1-8	Summary Page calculations correspond with the calculation definition.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-7-1-9	Balance Due calculations cross-total as appropriate.		Yes	Yes	Yes	Yes
BLG-7-1-10	Late Payment Charge calculations correspond with the calculation definition in the BLS documentation.		Yes	Yes	Yes	Yes
BLG-7-1-11	Non-recurring and pro-rated monthly charge calculations correspond appropriately to the BLS tariffs.		Yes	Yes	Yes	Yes
BLG-7-1-12	Usage rates correspond, as defined in the BLS tariffs or Interconnection Agreement.		Yes	Yes	Yes	Yes
BLG-7-1-13	Calculations correspond for Summary Rate as defined in BLS tariffs or Interconnection Agreement.		Yes	Yes	Yes	Yes
BLG-7-1-14	Calculation for Detailed Rates correspond, as defined in the BLS tariffs or Interconnection Agreement.		Yes	Yes	Yes	Yes
BLG-7-1-15	Remittance totals cross-total appropriately.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-7-1-16	Summary sections/page correspond with appropriate totals elsewhere in the bills.		Yes	Yes	Yes	Yes
BLG-7-1-17	Other Charges & Credits (OC&C) information matches expected results.		Yes	Yes	Yes	Yes
BLG-7-1-18	Monthly Recurring Charge information matches expected results.		Yes	Yes	Yes	Yes
BLG-7-1-19	Usage charge(s) match expected results.		Yes	Yes	Yes	Yes
BLG-7-1-20	Verification of bill delivery timeliness corresponds as defined in Appendix D2 of the BLS GA-OSS *Master Test Plan.*		Yes	Yes	Yes	Yes

BLG-8: Resale Usage Functional Evaluation

The objective of this test was to assess the accuracy, completeness and timeliness of the usage file message processing capability as described in BellSouth's published specifications.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
BLG-8-1-1	For all scripted and completed test calls that should generate a DUF record, appropriate DUF records are contained in the electronically delivered Daily Usage Files.		Yes	Yes	Yes	Yes
BLG-8-1-2	For all scripted and completed test calls that should generate a DUF record, all expected DUF records are contained in the electronically delivered Daily Usage Files.		Yes	Yes	Yes	Yes
BLG-8-1-3	For all scripted and completed test calls that should generate a DUF record, 95% are delivered within six calendar days.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
BLG-8-1-4	DUF records transmitted to KCI pseudo-CLEC contained billable information.		Yes	Yes	Yes	Yes

Change Management (CM)

CM2: OSS '99 Release Evaluation

The objective of this test was to examine the methods and procedures that BellSouth used to develop and release the OSS '99 applications package and supporting documentation. In this evaluation, KCI assessed 1) the adequacy, accuracy, and timeliness of BellSouth's OSS '99 change management procedures and release documentation, and 2) the availability of interface testing support and functioning test environments during the OSS '99 Release.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
CM-2-1-1	The release provided reasonable intervals for considering and notifying customers about proposed changes.	The processes used for intervals are: - Elec. Interface Change Control Process document - Email notification - Carrier notifications - Change Control website - Change request log - Monthly status meetings - Process improvement meetings The systems associated with this activity are: - LENS - TAG - EDI - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
CM-2-1-2	The release process included provisions for allowing and incorporating input from customers.	The processes used for customer input are: - Elec. Interface Change Control Process flow - CLEC priority list - Change request log - CLEC prioritization meetings - Monthly status meetings - Process improvement meetings - OSS '99 Release core team meetings - OSS '99 sub-team meetings The systems associated with this activity are: - LENS - TAG - EDI - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
CM-2-1-3	Initial interface specifications, which defined applicable business rules, data formats and definitions, and transmission protocols, were made available to customers.	The processes used for initial interface specifications are: - Change Control Process document - Encore user requirements - Preliminary user requirements - Final user requirements - Documentation changes - User requirements conference call The systems associated with this activity are: - LENS - EDI - TAG - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
CM-2-1-4	Revised interface specifications, following assimilation of customer input, were made available to customers.	The processes used for revised interface specifications are: - Elec. Interface CCP document - BellSouth/CLECs Project OSS '99 Final Scope document - OSS '99 Release requirements - Final specifications - Documentation changes The systems associated with this activity are: - LENS - TAG - EDI - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
CM-2-1-5	Accurate and complete revision summary documentation was provided to customers.	The processes used for revision summary documentation was: - OSS '99 CLEC documents matrix - TCIF Issue 9 EDI Map… - OSS '99 EDI Tech. Specs Change History log The systems associated with this activity are: - LENS - TAG - EDI - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
CM-2-1-6	Functioning testing environments were made available to customers for all supported interfaces.	The processes used for functioning testing environments were: - Change Control Process document - CLEC test bed issue log - CLEC test bed user requirements meeting - CLEC participation in beta testing The systems associated with this activity are: - EDI - TAG - LENS - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes
CM-2-1-7	Carrier-to-carrier test environments were stable and segregated from BellSouth production and development environments.		Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
CM-2-1-8	BellSouth provided telephone customer support for interface testing to the CLECs (on-call support was available 24 hours a day, seven days a week for emergencies).	The processes used for customer support were: - BellSouth Operating Procedures in the following docs: - OSS '99 EDI Beta-Testing Agreement - OSS '99 LENS Beta-Testing Agreement - LEO-IG, Vol. 4, Issue 9A – EDI Doc. For OSS '99… The systems associated with this activity were: - LENS - TAG - EDI - RoboTAG - TAFI - ECTA	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
CM-2-1-9	Procedures were defined to log and communicate software "bugs," errors, and omissions in specifications, as well as other issues discovered during carrier-to-carrier testing.	The processes used for logging and communicating software/documentation issues were: - Change Control Process document - OSS '99 EDI Beta-Testing Agreement - LEO-IG Vol. 4, Issue 9A – EDI Doc. For OSS '99 - Defect Log (EDI test Agreement) - Discovery Log (EDI Test Agreement) - OSS '99 LNP Beta-Testing Summary Updates - OSS '99 (Non-LNP) Beta-Testing Summary Updates - ETARS - Error testing log - Daily conference call with CLECs during OSS '99 interface testing.	Yes	Yes	Yes	Yes

PMR-1: Data Collection and Storage Verification and Validation Review Test

The objective of this test was to evaluate the adequacy and completeness of key policies and procedures for collecting and storing performance data.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR1-1-1	BLS has adequate and complete data collection policies and procedures.	The processes used for Data Collection and Storage Verification and Validation Review are • BellSouth's Data Retention Policy	Yes	Yes	Yes	Yes
PMR1-1-2	BLS has well-identified points of data collection	The processes used for Data Collection and Storage Verification and Validation Review are • BellSouth's Data Retention Policy	Yes	Yes	Yes	Yes
PMR1-1-3	BLS has tools in place that enable it to collect data in an adequate and scalable manner.	The processes used for Data Collection and Storage Verification and Validation Review are • BellSouth's Data Retention Policy	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR1-1-4	BLS has adequate and complete internal controls for its data collection processes.	The processes used for Data Collection and Storage Verification and Validation Review are • BellSouth's Data Retention Policy	Yes	Yes	Yes	Yes
PMR1-2-2	BLS is able to identify the storage sites for the data used in metrics calculations.	The processes used for Data Collection and Storage Verification and Validation Review are • BellSouth's Data Retention Policy	Yes	Yes	Yes	Yes
PMR1-2-3	BLS has tools in place that enable it to store data in an adequate fashion and scale.	The processes used for Data Collection and Storage Verification and Validation Review are • BellSouth's Data Retention Policy	Yes	Yes	Yes	Yes
PMR1-2-4	BLS has internal controls in place that assure that data stored accurately reflect data that was collected.	The processes used for Data Collection and Storage Verification and Validation Review are • BellSouth's Data Retention Policy	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR1-2-1	BLS has adequate and complete data collection policies and procedures.	The processes used for Data Collection and Storage Verification and Validation Review are • BellSouth's Data Retention Policy	Yes	Yes	Yes	Yes

PMR-2: Metrics Definition Documentation and Implementation Verification and Validation Review Test

The objective of this test was to evaluate the adequacy, completeness, accuracy, and logic of the performance metrics as documented.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-1-1	The definition is complete and agrees with the name of the SQM – Pre-Ordering Average OSS Response Time and Response Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-1-2	The stated calculation is complete, logical, and consistent with the definition – Pre-Ordering Average OSS Response Time and Response Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-1-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Pre-Ordering Average OSS Response Time and Response Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-1-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Pre-Ordering Average OSS Response Time and Response Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-2-1	The definition is complete and agrees with the name of the SQM – Pre Ordering OSS Interface Availability.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-2-2	The stated calculation is complete, logical, and consistent with the definition – Pre-Ordering OSS Interface Availability.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-3-1	The definition is complete and agrees with the name of the SQM – Ordering – Percent Rejected Service Requests.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-3-2	The stated calculation is complete, logical, and consistent with the definition – Ordering – Percent Rejected Service Requests.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-3-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Percent Rejected Service Requests.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-3-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Ordering – Percent Rejected Service Requests.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-4-1	The definition is complete and agrees with the name of the SQM – Ordering – Reject Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-4-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Ordering Reject Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-5-1	The definition is complete and agrees with the name of the SQM – Ordering – Firm Order Confirmation Timeliness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-5-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Ordering – Firm Order Confirmation Timeliness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-6-1	The definition is complete and agrees with the name of the SQM – Ordering – Speed of Answer in Ordering Center.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-6-2	The stated calculation is complete, logical, and consistent with the definition – Ordering – Speed of Answer in Ordering Center.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
PMR2-6-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Ordering – Speed of Answer in Ordering Center.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-6-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Ordering – Speed of Answer in Ordering Center.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-7-1	The definition is complete and agrees with the name of the SQM - Provisioning – Mean Held Order Interval & Distribution Intervals.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-7-2	The stated calculation is complete, logical, and consistent with the definition - Provisioning – Mean Held Order Interval & Distribution Intervals.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-7-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Provisioning – Mean Held Order Interval & Distribution Intervals.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-7-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Provisioning – Mean Held Order Interval & Distribution Intervals.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-8-1	The definition is complete and agrees with the name of the SQM - Provisioning – Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-8-2	The stated calculation is complete, logical, and consistent with the definition - Provisioning – Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-8-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-8-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-9-1	The definition is complete and agrees with the name of the SQM – Provisioning – Percent Missed Installation Appointments.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-9-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Percent Missed Installation Appointments.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-9-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Percent Missed Installation Appointments.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-9-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Provisioning – Percent Missed Installation Appointments.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-10-1	The definition is complete and agrees with the name of the SQM - Provisioning – Average Completion Interval Order Completion Interval Distribution.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-10-2	The stated calculation is complete, logical, and consistent with the definition - Provisioning – Average Completion Interval Order Completion Interval Distribution.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-10-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Provisioning – Average Completion Interval Order Completion Interval Distribution.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-10-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Average Completion Interval Order Completion Interval Distribution.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-11-1	The definition is complete and agrees with the name of the SQM – Provisioning – Average Completion Notice Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-11-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Average Completion Notice Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-11-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Average Completion Notice Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-11-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Provisioning – Average Completion Notice Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-12-1	The definition is complete and agrees with the name of the SQM – Provisioning – Coordinated Customer Conversions.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-12-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Coordinated Customer Conversions.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-12-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Coordinated Customer Conversions.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-12-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Provisioning – Coordinated Customer Conversions.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-13-1	The definition is complete and agrees with the name of the SQM – Provisioning – Percent Troubles within 30 days.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-13-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Percent Troubles within 30 days.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-13-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Percent Troubles within 30 days.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-13-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Provisioning – Percent Troubles within 30 days.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-14-1	The definition is complete and agrees with the name of the SQM – Provisioning – Total Service Order Cycle Time.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-14-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Total Service Order Cycle Time.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-14-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Total Service Order Cycle Time.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-14-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Provisioning – Total Service Order Cycle Time.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-15-1	The definition is complete and agrees with the name of the SQM – Provisioning – Service Order Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
PMR2-15-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Service Order Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-15-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Service Order Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-15-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Provisioning – Service Order Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-16-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – Missed Repair Appointments.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-16-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – Missed Repair Appointments.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-16-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Maintenance & Repair – Missed Repair Appointments.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-16-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Maintenance & Repair – Missed Repair Appointments.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-17-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – Customer Trouble Report Rate.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-17-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – Customer Trouble Report Rate.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-17-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Maintenance & Repair – Customer Trouble Report Rate.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-17-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Maintenance & Repair – Customer Trouble Report Rate.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-18-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – Maintenance Average Duration.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-18-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – Maintenance Average Duration.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-18-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Maintenance & Repair – Maintenance Average Duration.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-18-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Maintenance & Repair – Maintenance Average Duration.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-19-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – Percent Repeat Troubles Within 30 Days.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-19-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – Percent Repeat Troubles Within 30 Days.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-19-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Maintenance & Repair – Percent Repeat Troubles Within 30 Days.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-19-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Maintenance & Repair – Percent Repeat Troubles Within 30 Days.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-20-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – Out of Service > 24 hours.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-20-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – Out of Service > 24 hours.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-20-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Maintenance & Repair – Out of Service > 24 hours.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-20-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Maintenance & Repair – Out of Service > 24 hours.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-21-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – OSS Interface Availability.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-21-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – OSS Interface Availability.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-22-1	The definition is complete and agrees with the name of the SQM - Maintenance & Repair – OSS Response Interval and Percentages.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-22-2	The stated calculation is complete, logical, and consistent with the definition - Maintenance & Repair – OSS Response Interval and Percentages.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-22-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Maintenance & Repair – OSS Response Interval and Percentages.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-22-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Maintenance & Repair – OSS Response Interval and Percentages.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-23-1	The definition is complete and agrees with the name of the SQM - Maintenance & Repair – Average Answer Time – Repair Centers.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-23-2	The stated calculation is complete, logical, and consistent with the definition - Maintenance & Repair – Average Answer Time – Repair Centers.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-23-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Maintenance & Repair – Average Answer Time – Repair Centers.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-23-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Maintenance & Repair – Average Answer Time – Repair Centers.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-24-1	The definition is complete and agrees with the name of the SQM – Billing – Invoice Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-24-2	The stated calculation is complete, logical, and consistent with the definition – Billing – Invoice Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-24-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Billing – Invoice Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-24-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Billing – Invoice Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-25-1	The definition is complete and agrees with the name of the SQM – Billing – Mean Time to Deliver Invoices.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-25-2	The stated calculation is complete, logical, and consistent with the definition – Billing – Mean Time to Deliver Invoices.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-25-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Billing – Mean Time to Deliver Invoices.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-25-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Billing – Mean Time to Deliver Invoices.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-26-1	The definition is complete and agrees with the name of the SQM – Billing – Usage Data Delivery Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-26-2	The stated calculation is complete, logical, and consistent with the definition – Billing – Usage Data Delivery Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-26-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Billing – Usage Data Delivery Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-26-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Billing – Usage Data Delivery Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-27-1	The definition is complete and agrees with the name of the SQM - Billing – Usage Data Delivery Completeness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-27-2	The stated calculation is complete, logical, and consistent with the definition - Billing – Usage Data Delivery Completeness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-27-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Billing – Usage Data Delivery Completeness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-27-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Billing – Usage Data Delivery Completeness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-28-1	The definition is complete and agrees with the name of the SQM – Billing – Usage Data Delivery Timeliness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-28-2	The stated calculation is complete, logical, and consistent with the definition – Billing – Usage Data Delivery Timeliness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-28-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Billing – Usage Data Delivery Timeliness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-28-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Billing – Usage Data Delivery Timeliness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-29-1	The definition is complete and agrees with the name of the SQM – Billing – Mean Time to Deliver Usage.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-29-2	The stated calculation is complete, logical, and consistent with the definition – Billing – Mean Time to Deliver Usage.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-29-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Billing – Mean Time to Deliver Usage.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-29-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Billing – Mean Time to Deliver Usage.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-30-1	The definition is complete and agrees with the name of the SQM - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-30-2	The stated calculation is complete, logical, and consistent with the definition - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-30-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-30-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-31-1	The definition is complete and agrees with the name of the SQM – Operator Services (Toll) and Directory Assistance – Percent Answered within "X" seconds (Toll).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-31-2	The stated calculation is complete, logical, and consistent with the definition – Operator Services (Toll) and Directory Assistance – Percent Answered within "X" seconds (Toll).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-31-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Operator Services (Toll) and Directory Assistance – Percent Answered within "X" seconds (Toll).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-31-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Operator Services (Toll) and Directory Assistance – Percent Answered within "X" seconds (Toll).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-32-1	The definition is complete and agrees with the name of the SQM - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-32-2	The stated calculation is complete, logical, and consistent with the definition - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
PMR2-32-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-32-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-33-1	The definition is complete and agrees with the name of the SQM - Operator Services (Toll) and Directory Assistance – Percent Answered within "X" seconds (DA).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-33-2	The stated calculation is complete, logical, and consistent with the definition - Operator Services (Toll) and Directory Assistance – Percent Answered within "X" seconds (DA).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-33-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Operator Services (Toll) and Directory Assistance – Percent Answered within "X" seconds (DA).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-33-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Operator Services (Toll) and Directory Assistance – Percent Answered within "X" seconds (DA).	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-34-1	The definition is complete and agrees with the name of the SQM – E911 Timeliness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-34-2	The stated calculation is complete, logical, and consistent with the definition – E911 Timeliness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-34-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – E911 Timeliness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-34-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – E911 Timeliness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-35-1	The definition is complete and agrees with the name of the SQM – E911 Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-35-2	The stated calculation is complete, logical, and consistent with the definition – E911 Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-35-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – E911 Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-35-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – E911 Accuracy.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-36-1	The definition is complete and agrees with the name of the SQM – E911 Mean Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-36-2	The stated calculation is complete, logical, and consistent with the definition – E911 Mean Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-36-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – E911 Mean Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-36-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – E911 Mean Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-37-1	The definition is complete and agrees with the name of the SQM - Trunk Group Performance – Trunk Group Service Report.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-37-2	The stated calculation is complete, logical, and consistent with the definition - Trunk Group Performance – Trunk Group Service Report.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-37-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Trunk Group Performance – Trunk Group Service Report.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-37-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Trunk Group Performance – Trunk Group Service Report.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-38-1	The definition is complete and agrees with the name of the SQM - Trunk Group Performance – Trunk Group Service Detail.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-38-2	The stated calculation is complete, logical, and consistent with the definition - Trunk Group Performance – Trunk Group Service Detail.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-38-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Trunk Group Performance – Trunk Group Service Detail.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-38-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Trunk Group Performance – Trunk Group Service Detail.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-39-1	The definition is complete and agrees with the name of the SQM - Trunk Group Performance – Aggregate.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-39-2	The stated calculation is complete, logical, and consistent with the definition - Trunk Group Performance – Aggregate.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-39-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Trunk Group Performance – Aggregate.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-39-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Trunk Group Performance – Aggregate.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-40-1	The definition is complete and agrees with the name of the SQM - Trunk Group Performance – CLEC Specific.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-40-2	The stated calculation is complete, logical, and consistent with the definition - Trunk Group Performance – CLEC Specific.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-40-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Trunk Group Performance – CLEC Specific.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-40-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Trunk Group Performance – CLEC Specific.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-41-1	The definition is complete and agrees with the name of the SQM – Collocation – Average Response Time.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-41-2	The stated calculation is complete, logical, and consistent with the definition – Collocation – Average Response Time.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-41-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Collocation – Average Response Time.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-41-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Collocation – Average Response Time.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-42-1	The definition is complete and agrees with the name of the SQM – Collocation - Average Arrangement Time.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-42-2	The stated calculation is complete, logical, and consistent with the definition – Collocation - Average Arrangement Time.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-42-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Collocation – Average Arrangement Time.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-42-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Collocation - Average Arrangement Time.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-43-1	The definition is complete and agrees with the name of the SQM – Collocation – Percent of Due Dates Missed.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-43-2	The stated calculation is complete, logical, and consistent with the definition – Collocation – Percent of Due Dates Missed.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-43-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Collocation – Percent of Due Dates Missed.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-43-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Collocation – Percent of Due Dates Missed.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-2-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Pre-Ordering OSS Interface Availability.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-2-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Pre-Ordering OSS Interface Availability.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-4-2	The stated calculation is complete, logical, and consistent with the definition – Ordering – Reject Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-4-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Ordering – Reject Interval.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes
PMR2-5-2	The stated calculation is complete, logical, and consistent with the definition – Ordering – Firm Order Confirmation Timeliness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-5-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Ordering – Firm Order Confirmation Timeliness.	The processes used for Documentation of Standards Definitions are • Georgia SQM	Yes	Yes	Yes	Yes

PMR-3: Metrics Change Management Verification and Validation Review

The objective of this test was to evaluate the adequacy and completeness of key procedures for developing, conducting, monitoring, and publicizing change management of the performance metrics.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR3-1-1	BLS has a complete and consistent change development process.	The processes used for Change Control Documentation are • Issue Tracker User's Guide	Yes	Yes	Yes	Yes
PMR3-1-2	The methods and approaches used by BLS to evaluate change proposals are complete and consistent.	The processes used for Change Control Documentation are • Issue Tracker User's Guide	Yes	Yes	Yes	Yes
PMR3-1-3	BLS's implementation of changes is complete and consistent.		Yes	Yes	Yes	Yes
PMR3-1-4	BLS evaluates its change proposals within a reasonable time frame.		Yes	Yes	Yes	Yes
PMR3-1-5	BLS updates its documentation in a timely manner.	The processes used for Change Control Documentation are • Issue Tracker User's Guide	Yes	Yes	Yes	Yes
PMR3-1-6	BLS's process for tracking changes is adequate and complete.	The processes used for Change Control Documentation are • Issue Tracker User's Guide	Yes	Yes	Yes	Yes

PMR-4: Metrics Data Integrity Verification and Validation Review

The objective of this test was to evaluate the integrity of key procedures for processing the data necessary to produce performance metrics.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-1-2	All of the selected early-stage data were accounted for in the raw data - Pre-Ordering – Average OSS Response Time and Response Interval.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-2-1	The selected raw data and the corresponding early-stage data agree – Pre-Ordering – OSS Interface Availability.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-2-2	All of the selected early-stage data were accounted for in the raw data – Pre-Ordering – OSS Interface Availability.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-6-1	The selected raw data and the corresponding early-stage data agree – Ordering – Speed of Answer in Ordering Center.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-6-2	All of the selected early-stage data were accounted for in the raw data – Ordering – Speed of Answer in Ordering Center.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-7-1	The selected raw data and the corresponding early-stage data agree - Provisioning - Mean Held Order Interval and Distribution Intervals.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-7-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Mean Held Order Interval and Distribution Intervals.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-8-1	The selected raw data and the corresponding early-stage data agree - Provisioning – Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-8-2	All of the selected early-stage data were accounted for in the raw data - Provisioning – Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-9-1	The selected raw data and the corresponding early-stage data agree – Provisioning – Percent Missed Installation Appointments.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-9-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Percent Missed Installation Appointments.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-10-1	The selected raw data and the corresponding early-stage data agree - Provisioning - Average Completion Interval/Order Completion Interval Distribution.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-10-2	All of the selected early-stage data were accounted for in the raw data - Provisioning - Average Completion Interval / Order Completion Interval Distribution.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-11-1	The selected raw data and the corresponding early-stage data agree – Provisioning – Average Completion Notice Interval.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-11-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Average Completion Notice Interval.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-12-1	The selected raw data and the corresponding early-stage data agree – Provisioning – Coordinated Customer Conversions.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-12-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Coordinated Customer Conversions.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-13-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Percent Provisioning Troubles within 30 days of Service Order Activity.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-14-1	The selected raw data and the corresponding early-stage data agree – Provisioning – Total Service Order Cycle Time.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-14-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Total Service Order Cycle Time.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-15-1	The selected raw data and the corresponding early-stage data agree – Provisioning – Service Order Accuracy.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-15-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Service Order Accuracy.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-16-1	The selected raw data and the corresponding early-stage data agree – Maintenance & Repair – Missed Repair Appointments.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-16-2	All of the selected early-stage data were accounted for in the raw data – Maintenance & Repair – Missed Repair Appointments.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-17-1	The selected raw data and the corresponding early-stage data agree – Maintenance & Repair – Customer Trouble Report Rate.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-17-2	All of the selected early-stage data were accounted for in the raw data – Maintenance & Repair – Customer Trouble Report Rate.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-18-1	The selected raw data and the corresponding early-stage data agree – Maintenance & Repair – Maintenance Average Duration.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-18-2	All of the selected early-stage data were accounted for in the raw data – Maintenance & Repair – Maintenance Average Duration.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-19-1	The selected raw data and the corresponding early-stage data agree - Maintenance and Repair - Percent Repeat Troubles within 30 days.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-19-2	All of the selected early-stage data were accounted for in the raw data - Maintenance and Repair - Percent Repeat Troubles within 30 days.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-20-1	The selected raw data and the corresponding early-stage data agree - Maintenance and Repair - Out of Service > 24 hours.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-20-2	All of the selected early-stage data were accounted for in the raw data - Maintenance and Repair - Out of Service > 24 hours.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-21-1	The selected raw data and the corresponding early-stage data agree – Maintenance & Repair – OSS Interface Availability.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-21-2	All of the selected early-stage data were accounted for in the raw data – Maintenance & Repair – OSS Interface Availability.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-22-1	The selected raw data and the corresponding early-stage data agree - Maintenance & Repair – OSS Response Interval & Percentages.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-22-2	All of the selected early-stage data were accounted for in the raw data - Maintenance & Repair – OSS Response Interval & Percentages.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-23-1	The selected raw data and the corresponding early-stage data agree - Maintenance & Repair – Average Answer Time for Repair Centers.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-23-2	All of the selected early-stage data were accounted for in the raw data - Maintenance & Repair – Average Answer Time for Repair Centers.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-24-1	The selected raw data and the corresponding early-stage data agree – Billing – Invoice Accuracy.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-24-2	All of the selected early-stage data were accounted for in the raw data – Billing – Invoice Accuracy.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-25-1	The selected raw data and the corresponding early-stage data agree – Billing – Mean Time to Deliver Invoices.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-25-2	All of the selected early-stage data were accounted for in the raw data – Billing – Mean Time to Deliver Invoices.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-26-1	The selected raw data and the corresponding early-stage data agree – Billing – Usage Data Deliver Accuracy.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-26-2	All of the selected early-stage data were accounted for in the raw data – Billing – Usage Data Deliver Accuracy.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-27-1	The selected raw data and the corresponding early-stage data agree – Billing – Usage Data Delivery Completeness.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-27-2	All of the selected early-stage data were accounted for in the raw data – Billing – Usage Data Delivery Completeness.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-28-1	The selected raw data and the corresponding early-stage data agree – Billing – Usage Data Delivery Timeliness.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-28-2	All of the selected early-stage data were accounted for in the raw data – Billing – Usage Data Delivery Timeliness.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-29-1	The selected raw data and the corresponding early-stage data agree – Billing – Mean Time to Deliver Usage.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-29-2	All of the selected early-stage data were accounted for in the raw data – Billing – Mean Time to Deliver Usage.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-30-1	The selected raw data and the corresponding early-stage data agree - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-30-2	All of the selected early-stage data were accounted for in the raw data - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-31-1	The selected raw data and the corresponding early-stage data agree - Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds (Toll).	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-31-2	All of the selected early-stage data were accounted for in the raw data - Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds (Toll).	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-32-1	The selected raw data and the corresponding early-stage data agree - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA).	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-32-2	All of the selected early-stage data were accounted for in the raw data - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA).	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-33-1	The selected raw data and the corresponding early-stage data agree - Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds (DA).	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-33-2	All of the selected early-stage data were accounted for in the raw data - Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds (DA).	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-34-1	The selected raw data and the corresponding early-stage data agree – E911 Timeliness.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-34-2	All of the selected early-stage data were accounted for in the raw data – E911 Timeliness.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-35-1	The selected raw data and the corresponding early-stage data agree – E911 Accuracy.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-35-2	All of the selected early-stage data were accounted for in the raw data – E911 Accuracy.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-36-1	The selected raw data and the corresponding early-stage data agree – E911 Mean Interval.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-36-2	All of the selected early-stage data were accounted for in the raw data – E911 Mean Interval.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-37-1	The selected raw data and the corresponding early-stage data agree – Trunk Group Performance – Aggregate.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
PMR4-37-2	All of the selected early-stage data were accounted for in the raw data – Trunk Group Performance – Aggregate.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-38-2	All of the selected early-stage data were accounted for in the raw data – Trunk Group Performance – Trunk Group Service Report.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-39-2	All of the selected early-stage data were accounted for in the raw data – Trunk Group Performance – Trunk Group Service Detail.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-40-1	The selected raw data and the corresponding early-stage data agree – Collocation – Average Response Time.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-40-2	All of the selected early-stage data were accounted for in the raw data – Collocation – Average Response Time.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-41-1	The selected raw data and the corresponding early-stage data agree – Collocation – Average Arrangement Time.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-41-2	All of the selected early-stage data were accounted for in the raw data – Collocation – Average Arrangement Time.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-42-1	The selected raw data and the corresponding early-stage data agree – Collocation – Percent of Due Dates Missed.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-42-2	All of the selected early-stage data were accounted for in the raw data – Collocation – Percent of Due Dates Missed.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-43-1	BLS's data transfer processes are adequate and complete.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-44-1	The internal controls on data transfer processes are adequate and complete.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-1-1	The selected raw data and the corresponding early-stage data agree - Pre-Ordering – Average OSS Response Time and Response Interval.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-3-1	The selected raw data and the corresponding early-stage data agree – Ordering – Percent Rejected Service Requests.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-3-2	All of the selected early-stage data were accounted for in the raw data – Ordering – Percent Rejected Service Requests.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-4-1	The selected raw data and the corresponding early-stage data agree – Ordering – Reject Interval.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-4-2	All of the selected early-stage data were accounted for in the raw data – Ordering – Reject Interval.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-5-1	The selected raw data and the corresponding early-stage data agree – Ordering – Firm Order Confirmation Timeliness.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-5-2	All of the selected early-stage data were accounted for in the raw data – Ordering – Firm Order Confirmation Timeliness.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
PMR4-13-1	The selected raw data and the corresponding early-stage data agree – Provisioning – Percent Provisioning Troubles within 30 days of Service Order Activity.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-38-1	The selected raw data and the corresponding early-stage data agree – Trunk Group Performance – Trunk Group Service Report.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes
PMR4-39-1	The selected raw data and the corresponding early-stage data agree – Trunk Group Performance – Trunk Group Service Detail.	The systems associated with this activity are • PMAP • BARNEY	Yes	Yes	Yes	Yes

PMR-5: Metrics Calculation and Reporting Verification and Validation Review

The objective of this test was to evaluate the accuracy of metrics calculations and reports.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-1-1	BLS reports are correctly disaggregated and complete – Ordering – Percent Rejected Service Requests.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-1-2	KCI-calculated SQM values agree with BLS-reported SQM values – Ordering – Percent Rejected Service Requests.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-2-1	BLS reports are correctly disaggregated and complete – Ordering – Reject Interval.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-2-2	KCI-calculated SQM values agree with BLS-reported SQM values – Ordering – Reject Interval.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-3-1	BLS reports are correctly disaggregated and complete – Ordering – Firm Order Confirmation Timeliness.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-3-2	KCI-calculated SQM values agree with BLS-reported SQM values – Ordering – Firm Order Confirmation Timeliness.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-4-1	BLS reports are correctly disaggregated and complete – Ordering – Speed of Answer in Ordering Center.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-4-2	KCI-calculated SQM values agree with BLS-reported SQM values – Ordering – Speed of Answer in Ordering Center.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-5-1	BLS reports are correctly disaggregated and complete – Provisioning – Mean Held Order Interval and Distribution Intervals.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-5-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning - Mean Held Order Interval and Distribution Intervals.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-6-1	BLS reports are correctly disaggregated and complete - Provisioning - Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-6-2	KCI-calculated SQM values agree with BLS-reported SQM values - Provisioning - Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-7-1	BLS reports are correctly disaggregated and complete – Provisioning – Percent Missed Installation Appointments.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-7-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Percent Missed Installation Appointments.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-8-1	BLS reports are correctly disaggregated and complete – Provisioning - Average Completion Interval/Order Completion Interval Distribution.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-8-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning - Average Completion Interval/Order Completion Interval Distribution.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-9-1	BLS reports are correctly disaggregated and complete – Provisioning – Average Completion Notice Interval.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-9-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Average Completion Notice Interval.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-10-1	BLS reports are correctly disaggregated and complete – Provisioning – Coordinated Customer Conversions.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-10-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Coordinated Customer Conversions.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-11-1	BLS reports are correctly disaggregated and complete – Provisioning – Percent Provisioning Troubles within 30 days of Service Order Activity.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-12-1	BLS reports are correctly disaggregated and complete – Provisioning – Total Service Order Cycle Time.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-12-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Total Service Order Cycle Time.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-13-1	BLS reports are correctly disaggregated and complete – Maintenance & Repair – Missed Repair Appointments.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-13-2	KCI-calculated SQM values agree with BLS-reported SQM values – Maintenance & Repair – Missed Repair Appointments.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-14-1	BLS reports are correctly disaggregated and complete – Maintenance & Repair – Customer Trouble Report Rate.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-14-2	KCI-calculated SQM values agree with BLS-reported SQM values – Maintenance & Repair – Customer Trouble Report Rate.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-15-1	BLS reports are correctly disaggregated and complete – Maintenance & Repair – Maintenance Average Duration.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-15-2	KCI-calculated SQM values agree with BLS-reported SQM values – Maintenance & Repair – Maintenance Average Duration.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-16-1	BLS reports are correctly disaggregated and complete – Maintenance & Repair – Percent Repeat Troubles within 30 days.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-16-2	KCI-calculated SQM values agree with BLS-reported SQM values – Maintenance & Repair – Percent Repeat Troubles within 30 days.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-17-1	BLS reports are correctly disaggregated and complete – Maintenance & Repair – Out of Service > 24 hours.	The systems associated with this activity are • PMAP • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-17-2	KCI-calculated SQM values agree with BLS-reported SQM values – Maintenance & Repair – Out of Service > 24 hours.	The processes associated with this activity are • RDUM • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-18-1	BLS reports are correctly disaggregated and complete – Billing – Invoice Accuracy.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-18-2	KCI-calculated SQM values agree with BLS-reported SQM values – Billing – Invoice Accuracy.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-19-1	BLS reports are correctly disaggregated and complete – Billing – Mean Time to Deliver Invoices.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-19-2	KCI-calculated SQM values agree with BLS-reported SQM values – Billing – Mean Time to Deliver Invoices.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-20-1	BLS reports are correctly disaggregated and complete – Billing – Usage Data Delivery Accuracy.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-20-2	KCI-calculated SQM values agree with BLS-reported SQM values – Billing – Usage Data Delivery Accuracy.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-21-1	BLS reports are correctly disaggregated and complete – Billing – Usage Data Delivery Completeness.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-21-2	KCI-calculated SQM values agree with BLS-reported SQM values – Billing – Usage Data Delivery Completeness.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-22-1	BLS reports are correctly disaggregated and complete – Billing – Usage Data Delivery Timeliness.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-22-2	KCI-calculated SQM values agree with BLS-reported SQM values – Billing – Usage Data Delivery Timeliness.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-23-1	BLS reports are correctly disaggregated and complete – Billing – Mean Time to Deliver Usage.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-23-2	KCI-calculated SQM values agree with BLS-reported SQM values – Billing – Mean Time to Deliver Usage.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-24-1	BLS reports are correctly disaggregated and complete - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-24-2	KCI-calculated SQM values agree with BLS-reported SQM values - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-25-1	BLS reports are correctly disaggregated and complete - Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds–(Toll).	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-25-2	KCI-calculated SQM values agree with BLS-reported SQM values - Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds–(Toll).	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-26-1	BLS reports are correctly disaggregated and complete - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Directory Assistance).	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-26-2	KCI-calculated SQM values agree with BLS-reported SQM values - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Directory Assistance).	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-27-1	BLS reports are correctly disaggregated and complete - Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds (Directory Assistance).	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-27-2	KCI-calculated SQM values agree with BLS-reported SQM values - Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds (Directory Assistance).	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-28-1	BLS reports are correctly disaggregated and complete – E911 - Timeliness.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-28-2	KCI-calculated SQM values agree with BLS-reported SQM values – E911 - Timeliness.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-29-1	BLS reports are correctly disaggregated and complete – E911 - Accuracy.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-29-2	KCI-calculated SQM values agree with BLS-reported SQM values – E911 - Accuracy.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-30-1	BLS reports are correctly disaggregated and complete – E911 – Mean Interval.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-30-2	KCI-calculated SQM values agree with BLS-reported SQM values – E911 – Mean Interval.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-31-1	BLS reports are correctly disaggregated and complete – Trunk Group Performance – Aggregate.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-31-2	KCI-calculated SQM values agree with BLS-reported SQM values – Trunk Group Performance – Aggregate.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-32-1	BLS reports are correctly disaggregated and complete – Trunk Group Performance – Trunk Group Service Report.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-32-2	KCI-calculated SQM values agree with BLS-reported SQM values – Trunk Group Performance – Trunk Group Service Report.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-33-1	BLS reports are correctly disaggregated and complete – Trunk Group Performance – Trunk Group Service Detail.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-33-2	KCI-calculated SQM values agree with BLS-reported SQM values – Trunk Group Performance – Trunk Group Service Detail.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-34-1	BLS reports are correctly disaggregated and complete – Collocation – Average Response Time.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-34-2	KCI-calculated SQM values agree with BLS-reported SQM values – Collocation – Average Response Time.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR-5-35-1	BLS reports are correctly disaggregated and complete – Collocation – Average Arrangement Time.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-35-2	KCI-calculated SQM values agree with BLS-reported SQM values – Collocation – Average Arrangement Time.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-36-1	BLS reports are correctly disaggregated and complete – Collocation – Percent of Due Dates Missed.	The systems associated with this activity are • PMAP Website	Yes	Yes	Yes	Yes
PMR-5-36-2	KCI-calculated SQM values agree with BLS-reported SQM values – Collocation – Percent of Due Dates Missed.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes
PMR-5-11-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Percent Provisioning Troubles within 30 days of Service Order Activity.	The processes associated with this activity are • PMAP User's Guide	Yes	Yes	Yes	Yes

PMR-6: Statistical Evaluation of Transactions Test Metrics

The objective of this test was to compare the transactions test metric values to standards set forth by the Georgia Public Service Commission (GPSC). These standards were provided by the GPSC at detailed levels of disaggregation, and took the form of comparable BellSouth retail values (for parity tests), or benchmarks.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR6-1-1	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for resale ordering.	The systems associated with this activity are • PMAP Website • Georgia SQM	Yes	Yes	Yes	Yes
PMR6-1-3	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for resale maintenance and repair.	The systems associated with this activity are • PMAP Website • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR6-1-4	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for resale billing.	The systems associated with this activity are • PMAP Website • Georgia SQM	Yes	Yes	Yes	Yes
PMR6-2-3	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for UNE maintenance and repair.	The systems associated with this activity are • PMAP Website • Georgia SQM	Yes	Yes	Yes	Yes
PMR6-2-4	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for UNE billing.	The systems associated with this activity are • PMAP Website • Georgia SQM	Yes	Yes	Yes	Yes
PMR6-1-2	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for resale provisioning.	The systems associated with this activity are • PMAP Website • Georgia SQM	Yes	Yes	Yes	Yes
PMR6-2-1	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for UNE ordering.	The systems associated with this activity are • PMAP Website • Georgia SQM	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR6-2-2	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for UNE provisioning.	The systems associated with this activity are • PMAP Website • Georgia SQM	Yes	Yes	Yes	Yes
PMR6-3-1	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for flow-through.	The systems associated with this activity are • PMAP Website • Georgia SQM	Yes	Yes	Yes	Yes
PMR6-3-2	The test CLEC performance met or exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for flow-through.	The systems associated with this activity are • PMAP Website • Georgia SQM	Yes	Yes	Yes	Yes

Georgia Flow-Through Report

Flow-Through Evaluation Test Results

The objective of this test was to provide a complete evaluation of the Percent Flow Through Service Request (summary and detail) reports in accordance with the Service Quality Measurements (SQM) Regional Performance Reports. The test methodology used in evaluating BellSouth's flow-through percentage calculation consists of both operational and transactional test procedures.

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
FT-1-1-1	Computational procedure used by BLS for Flow-Through Reporting matches the definition, exclusions, business rules and calculation documented in the applicable version of the SQM guidelines.	Processes documented in SQM and LSR detail report. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
FT-1-1-2	Documentation of systems, processes and procedures used to calculate detailed and summary flow-through percentages is available, clearly described and updated on an as-needed basis to include any enhancements and modifications.	Processes documented in SQM and LSR detail report. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes
FT-1-1-3	Values of BLS generated flow-through percentages for the target months are accurate and can be independently verified by KCI.	Processes documented in SQM and LSR detail report. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
FT-1-1-4	BLS personnel can explain and resolve any discrepancies between values reported by BLS and values calculated by KCI.	Processes documented in SQM and LSR detail report. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes
FT-1-1-5	Work papers used in creating the monthly Flow-Through Reports are available and maintained.	Processes documented in SQM and LSR detail report. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
FT-1-2-6	Using the raw data provided by BLS and the documented instructions, the values calculated by KCI match the reported values of the Flow-Through Reports.	Processes documented in SQM and LSR detail report. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes
FT-1-2-7	BLS personnel can explain and resolve any discrepancies between raw data provided by BLS and the data collected by KCI.	Processes documented in SQM and LSR detail report. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
FT-1-3-8	Documentation and/or comprehensive descriptions of the process and business rules used to determine the cause (CLEC versus BLS) of relevant errors resulting in fallout are available and clearly described.	Processes documented in error messages documentation. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes
FT-1-3-9	BLS personnel responsible for determining fallout error causation have adequate training in the handling of fallout LSRs.	In LCSC training. Processes documented in error messages documentation. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
FT-1-3-10	The samples of BLS and CLEC caused fallout LSRs reviewed are properly categorized.	Processes documented in SQM and LSR detail report. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes
FT-1-4-11	The CLECs have adequate tools and resources, including knowledgeable BLS personnel, to assist in understanding the Flow-Through process and its reports.	Processes documented in SQM and LSR detail report. PMAP Report. Personnel available. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
FT-1-4-12	The CLECs have sufficient information to verify the monthly percentage Flow-Through Reports.	Processes documented in SQM and LSR detail report. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes
FT-1-5-13	LSRs submitted during the testing process are properly categorized for Flow-Through Reporting.	Processes documented in SQM and LSR detail report. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes

Criteria	Description	Specific Activity, Process & Systems	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
FT-1-5-14	Values calculated by KCI using data collected from the testing process and the documented instructions match the reported values of the BLS Flow-Through Reports.	Processes documented in SQM and LSR detail report. Systems: • TAG • EDI • LENS • LEO • LESOG • SOCS • DOE • SONGS	Yes	Yes	Yes	Yes