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REC'D TN
REGULATORY AUTH.

Guy M. Hicks
General Counsel

November 13, 2001

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OFFICE OF THE
EXECUTIVE SECRETARY
615 214 6301
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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:

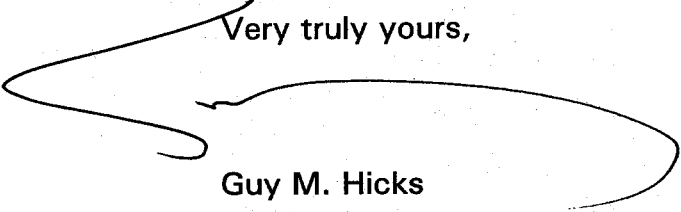
In accordance with the decisions of the Hearing Officer rendered on November 8, BellSouth is submitting the original and thirteen copies of the following:

1. Affidavit regarding discovery responses in this proceeding.
2. Affidavits regarding pre-filed testimony filed in this proceeding.
3. Matrices classifying each Tennessee process identified in Issue 1 into the categories identified in Issue 2 of Phase 1. Separate matrices relating Georgia and Florida are enclosed.

BellSouth has contacted PricewaterhouseCoopers with respect to the Hearing Officer's requirement that a more detailed confidentiality affidavit be submitted in connection with documents produced by Pricewaterhouse Coopers.

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

Very truly yours,



Guy M. Hicks

GMH:ch

420368

CERTIFICATE OF SERVICE

I hereby certify that on November 13, 2001, a copy of the foregoing document was served on counsel for known parties, via the method indicated, addressed as follows:

☐ Hand
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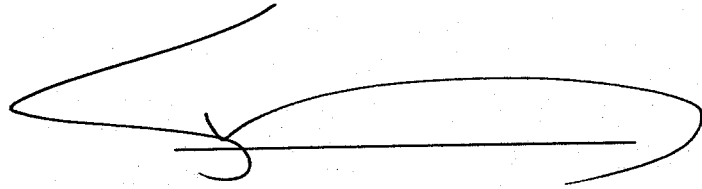
Charles B. Welch, Esquire
Farris, Mathews, et al.
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A handwritten signature in black ink, consisting of a large, stylized 'J' followed by a horizontal line and a small loop.

**BEFORE THE
TENNESSEE REGULATORY AUTHORITY**
Nashville, Tennessee

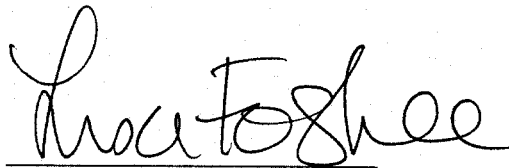
In re:

Docket to Determine the)
Compliance of BellSouth)
Telecommunications, Inc.'s.)
Operations Support Systems with)
State and Federal Regulations)

Docket No.: 01-00362

AFFIDAVIT OF LISA FOSHEE

I, Lisa Foshee, hereby certify that the discovery responses filed in this docket are:
1) current; 2) have only been updated to the extent that requests asked for data from a
more current period; 3) all Tennessee specific responses are so identified, and if the
response is regional in nature, it is identified as such, and; 4) regional responses have
been provided where Tennessee specific information is not available. This information is
relevant to the extent it gives an indication of how the region is performing and,
therefore, how performance in Tennessee should be viewed.



Lisa Foshee

**BEFORE THE
E REGULATORY AUTHORITY**
Nashville, Tennessee

In re:

Docket to Determine the)
Compliance of BellSouth)
Telecommunications, Inc.'s)
Operations Support Systems with)
State and Federal Regulations)

Docket No.: 01-00362

AFFIDAVIT OF RONALD M. PATE

I, Ronald M. Pate, hereby certify that my testimony filed in this docket is current, Tennessee specific, or otherwise relevant to Tennessee. Any regional information provided is relevant to Tennessee. Any regional information is relevant to the extent it gives an indication of how the region is performing and, therefore, how performance in Tennessee should be viewed.

Kendal & Co

Ronald M. Pate

**BEFORE THE
TENNESSEE REGULATORY AUTHORITY**
Nashville, Tennessee

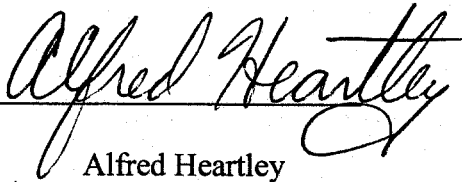
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Operations Support Systems with)
State and Federal Regulations)

Docket No.: 01-00362

AFFIDAVIT OF ALFRED HEARTLEY

I, Alfred Heartley, hereby certify that my testimony filed in this docket is current, Tennessee specific, or otherwise relevant to Tennessee. Any regional information provided is relevant to Tennessee. Any regional information is relevant to the extent it gives an indication of how the region is performing and, therefore, how performance in Tennessee should be viewed.


Alfred Heartley

Nashville, Tennessee

Docket to Determine the Compliance of BellSouth Telecommunications, Inc.'s Operations Support Systems with State and Federal Regulations

Docket No.: 01-00362

AFFIDAVIT OF MILTON McELROY, JR.

I, Milton McElroy, Jr., hereby certify that my testimony filed in this docket is current, Tennessee specific, or otherwise relevant to Tennessee. Any regional information provided is relevant to Tennessee. Any regional information is relevant to the extent it gives an indication of how the region is performing and, therefore, how performance in Tennessee should be viewed.

Walter M. Elg

Milton McElroy, Jr.

**BEFORE THE
TENNESSEE REGULATORY AUTHORITY**
Nashville, Tennessee

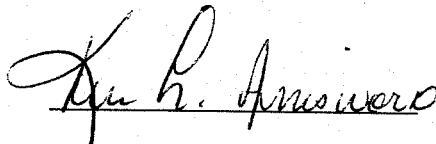
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State and Federal Regulations)

Docket No.: 01-00362

AFFIDAVIT OF KEN L. AINSWORTH

I, Ken L. Ainsworth, hereby certify that my testimony filed in this docket is current, Tennessee specific, or otherwise relevant to Tennessee. Any regional information provided is relevant to Tennessee. Any regional information is relevant to the extent it gives an indication of how the region is performing and, therefore, how performance in Tennessee should be viewed.


Ken L. Ainsworth

**BEFORE THE
TENNESSEE REGULATORY AUTHORITY**
Nashville, Tennessee

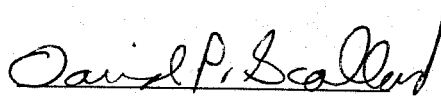
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State and Federal Regulations)

Docket No.: 01-00362

AFFIDAVIT OF DAVID P. SCOLLARD

I, David P. Scollard, hereby certify that my testimony filed in this docket is current, Tennessee specific, or otherwise relevant to Tennessee. Any regional information provided is relevant to Tennessee. Any regional information is relevant to the extent it gives an indication of how the region is performing and, therefore, how performance in Tennessee should be viewed.



David P. Scollard

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	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	Yes	Yes	Yes
	Identification of collection points	Applicability of and measurability from control points	Yes	Yes	Yes
	Existence of collection tools	Adequacy and scalability of data collection tools	Yes	Yes	Yes
	Internal Controls	Adequacy and completeness of the internal control process	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Storage of Data	Storage policies & procedures for CLEC and retail data	Adequacy and completeness of storage policies and procedures	Yes	Yes	Yes
	Identification of storage sites	Applicability of and measurability from control points	Yes	Yes	Yes
	Existence of storage tools	Adequacy and scalability of data storage tools	Yes	Yes	Yes
	Internal Controls	Adequacy and completeness of the internal control process	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	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	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	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	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	Yes	Yes	Yes
	Implementing Change	Completeness and consistency of change implementation process	Yes	Yes	Yes
	Intervals	Reasonableness of change interval	Yes	Yes	Yes
	Documentation	Timeliness of documentation updates	Yes	Yes	Yes
	Tracking Change Proposals	Adequacy and completeness of change management tracking process	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	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	Yes	Yes	Yes
	Conversion of data from raw to processed form	Adequacy and completeness of the conversion policies and procedures	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	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	Yes	Yes	Yes
	Documentation	Consistency between documentation and metrics programs	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	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	Yes	Yes	Yes
	Implementing Change	Completeness and consistency of change implementation process	Yes	Yes	Yes
	Intervals	Reasonableness of change interval	Yes	Yes	Yes
	Documentation	Timeliness of documentation and notification updates	Yes	Yes	Yes
	Tracking Change Proposals	Adequacy and completeness of change management tracking process	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	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	Yes	Yes	Yes
Maintaining an Account Relationship		Capacity, coverage, and account allocation	Yes	Yes	Yes
	Customer contact	Adequacy and completeness of procedures for responding to customer requests	Yes	Yes	Yes
	Intervals	Responsiveness to customer contacts relative to established interval standards	Yes	Yes	Yes
	Escalation	Adequacy, completeness and effectiveness of escalation procedures	Yes	Yes	Yes
	Routine and urgent customer communications	Adequacy and completeness of communication and notification procedures	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
Account Management Capacity Management	Customer documentation	Adequacy and completeness of procedures for developing, distributing, and maintaining customer documentation	Yes	Yes	Yes
	Capacity management process	Adequacy and completeness of capacity management 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	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	Yes	Yes	Yes
Close Help Desk Call	Closure posting	Completeness and consistency of process	Yes	Yes	Yes
Status Tracking and Reporting	Status tracking and reporting	Completeness and consistency of reporting process	Yes	Yes	Yes
Problem Escalation	User and BST initiated escalation	Completeness and consistency of process	Yes	Yes	Yes
Capacity Management	Capacity planning process	Completeness and consistency of process	Yes	Yes	Yes
Security and Integrity	Data access controls	Security of process	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Process Management	General management practices	Completeness and consistency of operating management practices			
	Performance measurement process	Controllability, efficiency and reliability of process			
	Process improvement	Completeness of process improvement practices			

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	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	Yes	Yes	Yes
		Adequacy of procedures to respond to information about training quality and utilization	Yes	Yes	Yes
		Adequacy of procedures to accept CLEC input regarding training curriculum	Yes	Yes	Yes
	Publicize training opportunities	Availability of information about training opportunities	Yes	Yes	Yes
Training Program Quality Assurance	Attendance/ utilization tracking	Adequacy of process to track utilization and attendance of various training tools and forums	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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	Yes	Yes	Yes
	Instructor oversight	Adequacy of procedures to monitor instructor performance	Yes	Yes	Yes
Process Management	Performance measurement process	Controllability, efficiency and reliability of process	Yes	Yes	Yes
	Process improvement	Completeness of process improvement practices	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	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	Yes	Yes	Yes
	Provision of interface specifications and related documentation	Adequacy and completeness of interface documentation distribution procedures	Yes	Yes	Yes
Enabling and Testing Interfaces	Interface enabling and testing methodology	Adequacy and completeness of carrier-to-carrier interface enabling and testing procedures	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	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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	Yes	Yes	Yes
Maintaining Interfaces	Release management	Adequacy and completeness of interface enhancement and software release management protocols	Yes	Yes	Yes
OSS Interface Capacity Management	Capacity management	Adequacy and completeness of capacity management practices for OSS interfaces and gateway systems	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	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	Yes	Yes	Yes
	Project management	Adequacy and completeness of collocation project management procedures	Yes	Yes	Yes
	Resources	Availability and adequacy of resources and qualified technical support to facilitate collocation activities	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Testing and implementation	Adequacy and completeness of network design and collocation testing processes	Yes	Yes	Yes
Trunk Forecasting	Forecast Development	Adequacy and completeness of trunk forecasting procedures	Yes	Yes	Yes
	Forecast usage	Availability and integration of published trunk forecasts in BST facilities planning process	Yes	Yes	Yes
Collocation Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	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	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	Yes	Yes	Yes
Process Orders Manually	Entry of Order into SOCS	Completeness and consistency of process	Yes	Yes	Yes
Send Order Response	Delivery of error messages and queries	Completeness and consistency of reporting process	Yes	Yes	Yes
	Delivery of confirmations and completions	Completeness and consistency of reporting process	Yes	Yes	Yes
Status Tracking and Reporting	Status tracking and reporting	Completeness and consistency of reporting process	Yes	Yes	Yes
Problem Escalation	User-initiated escalation	Completeness and consistency of process	Yes	Yes	Yes
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	Yes	Yes	Yes
Process Management	General management practices	Adequacy and completeness of processing management practices	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Performance measurement process	Adequacy and completeness of manual order processing performance management practices	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	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	Yes	Yes	Yes
	Interface with user	Availability of user interface	Yes	Yes	Yes
	Log call	Completeness of logged information Log is kept in appropriate media for appropriate interval	Yes	Yes	Yes
Process Help Desk Call	Access to systems to observe user problems	Ability to access user records and transactions	Yes	Yes	Yes
	Resolve user question, problem or issue	Completeness and consistency of process	Yes	Yes	Yes
Close Help Desk Call	Log closure information	Completeness, consistency, and timeliness of process	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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	Yes	Yes	Yes
		Availability of jeopardy notification			
	Report status	Completeness and consistency of reporting process	Yes	Yes	Yes
		Accessibility of status report			
Request Escalation	Manage escalations	Consistency and completeness of procedure	Yes	Yes	Yes
Manage the Help Desk Process	Provide management oversight	Completeness and consistency of operating management practices	Yes	Yes	Yes
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	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	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	Yes	Yes	Yes
	Workflow management	Consistency and repeatability as compared to Retail	Yes	Yes	Yes
	Workforce management	Consistency and repeatability as compared to Retail	Yes	Yes	Yes
	Service activation process	Consistency and repeatability as compared to Retail	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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	Yes	Yes	Yes
	Assignment process	Consistency and repeatability as compared to Retail	Yes	Yes	Yes
	Service activation/ installation intervals	Consistency with Retail	Yes	Yes	Yes
Support Provisioning Coordination Process	Provision orders requiring coordination with CLECs	Availability of personnel, procedures and methods	Yes	Yes	Yes
		Completeness and consistency of processes			
	Request coordination	Completeness and consistency of processes	Yes	Yes	Yes
	Notification of provisioning schedule	Completeness and consistency of processes	Yes	Yes	Yes
		Timeliness of notification			

Process Area	Sub-Process/Attribute	Evaluation Measure	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	Yes	Yes	Yes
		Controllability, efficiency and reliability of process			
		Completeness of process improvement practices			
Provisioning Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	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	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	Yes	Yes	Yes
	Interface with user	Usability of user interface Availability of user interface	Yes	Yes	Yes
	Log call	Existence of call logging Accuracy of call logging	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Process Help Desk Call	Record severity code	Compliance of call logging - severity coding	Yes	Yes	Yes
	Resolve user question, problem or issue	Completeness and consistency of process	Yes	Yes	Yes
	File claim	Accuracy of response	Yes	Yes	Yes
	Process claim	Completeness and consistency of process	Yes	Yes	Yes
	Issue adjustment when necessary	Accuracy of response	Yes	Yes	Yes
	Disposition claim	Completeness, consistency, and timeliness of process	Yes	Yes	Yes
Close Help Desk Call		Completeness and consistency of process	Yes	Yes	Yes
		Accuracy, completeness and reliability of disposition report	Yes	Yes	Yes
	Post closure information	Completeness, consistency, and timeliness of process	Yes	Yes	Yes
		Accuracy of posting			

Process Area	Sub-Process/Attribute	Evaluation Measure	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Monitor Status	Track Status	Existence of status tracking capability	Yes	Yes	Yes
		Consistency and frequency of follow-up activities			
		Availability of jeopardy notification			
	Report Status	Completeness and consistency of reporting process	Yes	Yes	Yes
		Accuracy and timeliness of report			
		Accessibility of status report			
Request Escalation	Identify escalation procedure	Existence of procedure	Yes	Yes	Yes
	Evaluate escalation procedure	Completeness of the procedure	Yes	Yes	Yes
Capacity Management	Capacity management process	Consistency of the process	Yes	Yes	Yes
		Adequacy and completeness of capacity management process			

Process Area	Sub-Process/Attribute	Evaluation Measure	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	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	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	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	Yes	Yes	Yes
	Returned usage processing	Accuracy, completeness and timeliness of corrections	Yes	Yes	Yes
	Provision of status for all returned records	Accuracy, completeness and timeliness of status report	Yes	Yes	Yes
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	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	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	Yes	Yes	Yes
Transmit Daily Usage Feed	Route Daily Usage Data transmission and cartridge tape delivery to CLEC	Controllability of usage Completeness, consistency and timeliness of the process	Yes Yes	Yes Yes	Yes Yes
Maintain and Re-transmit Usage History	Create Daily Usage backup	Reliability of repeatable process	Yes	Yes	Yes
	Retrieve and re-transmit Daily Usage backup data	Availability and timeliness of prior period usage data to CLEC	Yes	Yes	Yes
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	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	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	Yes	Yes	Yes
	Produce Control Reports	Completeness and accuracy in generation of control elements	Yes	Yes	Yes
	Release cycle	Compliance to balancing and reconciliation procedures	Yes	Yes	Yes
Deliver Bill	Delivery of bill media	Timeliness and controls of media delivery	Yes	Yes	Yes
Maintain Bill History	Maintain billing information	Timeliness and controllability of billing information	Yes	Yes	Yes
	Access billing information	Accessibility and availability of billing information	Yes	Yes	Yes
Request Resend		Timeliness and accuracy of the delivery	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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	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	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	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	Yes	Yes	Yes
	Process Evaluation	Completeness, consistency and timeliness of the process	Yes	Yes	Yes
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	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	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Call Processing	Call Answer	Timeliness	Yes	Yes	Yes
	Call Logging	Accuracy Completeness Consistency	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Problem Tracking and Resolution	Prioritization	Existence Effectiveness	Yes	Yes	Yes
	Documentation	Clarity Accuracy	Yes	Yes	Yes
	Identify and Resolve	Timeliness Accuracy Completeness Consistency	Yes	Yes	Yes
	Track Problem	Existence Accuracy	Yes	Yes	Yes
	Log Status and Close	Accuracy Completeness Consistency	Yes	Yes	Yes
	Notify Customer	Timeliness	Yes	Yes	Yes
Expedite/ Escalation Procedures	Documentation	Existence Adequacy Accuracy	Yes	Yes	Yes
	Call Answer	Accessibility Timeliness	Yes	Yes	Yes
	Escalation Logging	Accuracy	Yes	Yes	Yes
	Identify and Resolve	Timeliness	Yes	Yes	Yes
	Log Status and Close	Accuracy	Yes	Yes	Yes
	Notify Customer	Timeliness	Yes	Yes	Yes
Work Center Procedures		Accuracy Completeness	Yes	Yes	Yes
Joint Meet Procedures	Process Documentation	Accuracy Completeness	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
	Notification Procedures	Timeliness Accuracy	Yes	Yes	Yes
Coordinated Testing	Process Documentation	Accuracy Completeness	Yes	Yes	Yes
	Notification Procedures	Timeliness Accuracy	Yes	Yes	Yes
Manual Handling – Resale		Accuracy Timeliness Consistency	Yes	Yes	Yes
Manual Handling – UNE/UNE Combinations		Accuracy Timeliness Consistency	Yes	Yes	Yes
Capacity Management	Capacity management process	Adequacy and completeness of capacity management process	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	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	Yes	Yes	Yes
	AIN Interconnect Surveillance	Existence Reliability	Yes	Yes	Yes
	SS7 Interconnect Surveillance	Existence Reliability	Yes	Yes	Yes
Outage Notification	Process Documentation	Accuracy Completeness	Yes	Yes	Yes
	Notification Procedures	Timeliness Accuracy Completeness	Yes	Yes	Yes

Transaction Verification and Validation Test Section

1.0 1.0 Test 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	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	Clarity, accuracy and completeness of documentation	Yes	Yes	Yes
	Validate Customer Address	Accessibility of GUI (excluding Interoffice facilities)	Yes	Yes	Yes
	Reserve and release telephone numbers	Accessibility of machine-machine (excluding Interoffice Facilities)	Yes	Yes	Yes
	Request information about services, features, facilities, and PIC/LPIC choices available to customers	Accessibility of manual processing (excluding Interoffice facilities)	Yes	Yes	Yes
	Determine due date/appointment availability	Accuracy and completeness of functionality	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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"	Timeliness of response	Yes	Yes	Yes
	Submit an order for the migration of a customer from BST to a customer "as specified"	Accuracy and completeness of response	Yes	Yes	Yes
	Submit an order for the partial migration of a customer from BST to a CLEC	Clarity and accuracy of error messages	Yes	Yes	Yes
	Submit an order for establishing service for a new customer of a CLEC	Accuracy, responsiveness, and completeness of Help Desk support	Yes	Yes	Yes
	Submit an order for feature changes to an existing CLEC customer	Usability of information	Yes	Yes	Yes
	Submit an order for adding lines/circuits to an existing CLEC customer.	Consistency with retail capability	Yes	Yes	Yes
	Submit an order for a telephone number change for an existing CLEC customer		Yes	Yes	Yes
	Submit an order for a directory change for an existing CLEC customer		Yes	Yes	Yes
	Submit an order for an inside move of an existing CLEC customer		Yes	Yes	Yes
	Submit an order for the outside move of an existing CLEC customer		Yes	Yes	Yes
	Submit an order for suspending service of an existing CLEC customer		Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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		Yes	Yes	Yes
	Submit an order for disconnecting service from an existing CLEC customer		Yes	Yes	Yes
	Submit an order for disconnecting some lines/circuits for an existing CLEC customer		Yes	Yes	Yes
	Submit an order for migration of a customer from another CLEC		Yes	Yes	Yes
	Change service delivery method for an existing CLEC customer		Yes	Yes	Yes
	Order interoffice facilities		Yes	Yes	Yes
	Receive order confirmation		Yes	Yes	Yes
	Receive notification of jeopardy or delay		Yes	Yes	Yes
Provisioning		Timeliness of provisioning			
	Receive completion notification	Frequency of delay or rescheduling of provisioning	Yes	Yes	Yes
		Accuracy and completeness of provisioning	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	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	Clarity, accuracy and completeness of documentation	Yes	Yes	Yes
	Validate Customer Address	Accessibility of GUI (excluding Interoffice facilities)	Yes	Yes	Yes
	Reserve and release telephone numbers	Accessibility of machine-machine (excluding Interoffice Facilities)	Yes	Yes	Yes
	Request information about services, features, facilities, and PIC/LPIC choices available to customers	Accessibility of manual processing (excluding Interoffice facilities)	Yes	Yes	Yes
Ordering	Determine due date/appointment availability	Accuracy and completeness of functionality	Yes	Yes	Yes
	Submit an order for the migration of a customer from BST to a CLEC "as is"	Timeliness of response	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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"	Accuracy and completeness of response	Yes	Yes	Yes
	Submit an order for the partial migration of a customer from BST to a CLEC	Clarity and accuracy of error messages	Yes	Yes	Yes
	Submit an order for establishing service for a new customer of a CLEC	Accuracy, responsiveness, and completeness of Help Desk support	Yes	Yes	Yes
	Submit an order for feature changes to an existing CLEC customer	Usability of information	Yes	Yes	Yes
	Submit an order for adding lines/circuits to an existing CLEC customer.	Consistency with retail capability	Yes	Yes	Yes
	Submit an order for a telephone number change for an existing CLEC customer		Yes	Yes	Yes
	Submit an order for a directory change for an existing CLEC customer		Yes	Yes	Yes
	Submit an order for an inside move of an existing CLEC customer		Yes	Yes	Yes
	Submit an order for the outside move of an existing CLEC customer		Yes	Yes	Yes
	Submit an order for suspending service of an existing CLEC customer		Yes	Yes	Yes
	Submit an order for restoring service to an existing CLEC customer		Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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		Yes	Yes	Yes
	Submit an order for disconnecting some lines/circuits for an existing CLEC customer		Yes	Yes	Yes
	Submit an order for migration of a customer from another CLEC		Yes	Yes	Yes
	Change service delivery method for an existing CLEC customer		Yes	Yes	Yes
	Order interoffice facilities		Yes	Yes	Yes
	Receive order confirmation		Yes	Yes	Yes
	Receive notification of jeopardy or delay		Yes	Yes	Yes
Provisioning		Timeliness of provisioning	Yes	Yes	Yes
	Receive completion notification	Frequency of delay or rescheduling of provisioning	Yes	Yes	Yes
		Accuracy and completeness of provisioning	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".

Process Area	Sub-Process/Attribute	Evaluation Measure	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	Clarity, accuracy and completeness of documentation	Yes	Yes	Yes
	Validate Customer Address	Accessibility of GUI (excluding Interoffice facilities)	Yes	Yes	Yes
	Reserve and release telephone numbers	Accessibility of machine-machine (excluding Interoffice Facilities)	Yes	Yes	Yes
	Request information about services, features, facilities, and PIC/LPIC choices available to customers	Accessibility of manual processing (excluding Interoffice facilities)	Yes	Yes	Yes
Ordering	Determine due date/appointment availability	Accuracy and completeness of functionality	Yes	Yes	Yes
	Submit an order for the migration of a customer from BST to a CLEC "as is"	Timeliness of response	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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"	Accuracy and completeness of response	Yes	Yes	Yes
	Submit an order for the partial migration of a customer from BST to a CLEC	Clarity and accuracy of error messages	Yes	Yes	Yes
	Submit an order for establishing service for a new customer of a CLEC	Accuracy, responsiveness, and completeness of Help Desk support	Yes	Yes	Yes
	Submit an order for feature changes to an existing CLEC customer	Usability of information	Yes	Yes	Yes
	Submit an order for adding lines/circuits to an existing CLEC customer.	Consistency with retail capability	Yes	Yes	Yes
	Submit an order for a telephone number change for an existing CLEC customer		Yes	Yes	Yes
	Submit an order for a directory change for an existing CLEC customer		Yes	Yes	Yes
	Submit an order for an inside move of an existing CLEC customer		Yes	Yes	Yes
	Submit an order for the outside move of an existing CLEC customer		Yes	Yes	Yes
	Submit an order for suspending service of an existing CLEC customer		Yes	Yes	Yes
	Submit an order for restoring service to an existing CLEC customer		Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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		Yes	Yes	Yes
	Submit an order for disconnecting some lines/ circuits for an existing CLEC customer		Yes	Yes	Yes
	Submit an order for migration of a customer from another CLEC		Yes	Yes	Yes
	Change service delivery method for an existing CLEC customer		Yes	Yes	Yes
	Order interoffice facilities		Yes	Yes	Yes
	Receive order confirmation		Yes	Yes	Yes
Provisioning	Receive notification of jeopardy or delay	Timeliness of provisioning	Yes	Yes	Yes
	Receive completion notification	Frequency of delay or rescheduling of provisioning	Yes	Yes	Yes
		Accuracy and completeness of provisioning	Yes	Yes	Yes

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.

Process Area	Sub-Process/Attribute	Evaluation Measure	Systems & Procedures Used in GA	Systems & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Pre-ordering	Retrieve customer CSR from CRIS	Clarity, accuracy and completeness of documentation	Yes	Yes	Yes
	Validate Customer Address	Accessibility of GUI (excluding Interoffice facilities)	Yes	Yes	Yes
	Reserve and release telephone numbers	Accessibility of machine-machine (excluding Interoffice Facilities)	Yes	Yes	Yes
	Request information about services, features, facilities, and PIC/LPIC choices available to customers	Accessibility of manual processing (excluding Interoffice facilities)	Yes	Yes	Yes
Ordering	Determine due date/appointment availability	Accuracy and completeness of functionality	Yes	Yes	Yes
	Submit an order for the migration of a customer from BST to a CLEC "as is"	Timeliness of response	Yes	Yes	Yes
	Submit an order for the migration of a customer from BST to a customer "as specified"	Accuracy and completeness of response	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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	Clarity and accuracy of error messages	Yes	Yes	Yes
	Submit an order for establishing service for a new customer of a CLEC	Accuracy, responsiveness, and completeness of Help Desk support	Yes	Yes	Yes
	Submit an order for feature changes to an existing CLEC customer	Usability of information	Yes	Yes	Yes
	Submit an order for adding lines/circuits to an existing CLEC customer.	Consistency with retail capability	Yes	Yes	Yes
	Submit an order for a telephone number change for an existing CLEC customer		Yes	Yes	Yes
	Submit an order for a directory change for an existing CLEC customer		Yes	Yes	Yes
	Submit an order for an inside move of an existing CLEC customer		Yes	Yes	Yes
	Submit an order for the outside move of an existing CLEC customer		Yes	Yes	Yes
	Submit an order for suspending service of an existing CLEC customer		Yes	Yes	Yes
	Submit an order for restoring service to an existing CLEC customer		Yes	Yes	Yes
	Submit an order for disconnecting service from an existing CLEC customer		Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	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		Yes	Yes	Yes
	Submit an order for migration of a customer from another CLEC		Yes	Yes	Yes
	Change service delivery method for an existing CLEC customer		Yes	Yes	Yes
	Order interoffice facilities		Yes	Yes	Yes
	Receive order confirmation		Yes	Yes	Yes
	Receive notification of jeopardy or delay		Yes	Yes	Yes
Provisioning		Timeliness of provisioning			
	Receive completion notification	Frequency of delay or rescheduling of provisioning	Yes	Yes	Yes
		Accuracy and completeness of provisioning	Yes	Yes	Yes

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	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	Yes	Yes	Yes
	Modify TR	Functionality exists as documented	Yes	Yes	Yes
	Close/Cancel TR	Functionality exists as documented	Yes	Yes	Yes
	Retrieve TR Status	Functionality exists as documented	Yes	Yes	Yes
Trouble History Access	Retrieve Trouble History	Functionality exists as documented	Yes	Yes	Yes
Access To Test Capability	Initiate MLT Test	Functionality exists as documented	Yes	Yes	Yes
	Receive MLT Test Results	Functionality exists as documented	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Functionality	Functional Equivalence to TAFI	Existence of Specific Function	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	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	Yes	Yes	Yes
	Modify TR	Functionality exists as documented	Yes	Yes	Yes
	Close/Cancel TR	Functionality exists as documented	Yes	Yes	Yes
	Retrieve TR Status	Functionality exists as documented	Yes	Yes	Yes
	Create non-designed TR	Functionality exists as documented	Yes	Yes	Yes
	Create complex and designed TR	Functionality exists as documented	Yes	Yes	Yes
Trouble History Access	Retrieve Trouble History	Functionality exists as documented	Yes	Yes	Yes

Process Area	Sub-Process/Attribute	Evaluation Measure	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
Access To Test Capability	Initiate MLT Test	Functionality exists as documented	Yes	Yes	Yes
	Receive MLT Test Results	Functionality exists as documented	Yes	Yes	Yes
Functionality	Functional Comparison to Industry Standards	Existence of Specific Function	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	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	Yes	Yes	Yes
	Stress/Load	Timeliness Operability Capacity	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	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	Yes	Yes	Yes
	Stress/Load	Timeliness Operability Capacity	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	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	Yes	Yes	Yes
End-to-End Trouble Report Processing - UNE/UNE Combinations	M&R Test Scenarios	Accuracy Timeliness	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	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	Yes	Yes	Yes
	Account for no usage	Completeness of data	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	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			
Verify Billing Accounts	Verify Billing Accounts	Completeness and accuracy of extraction			
Bills and Delivery	Verify normal recurring charges	Completeness and accuracy of data			
	Verify one-time charges	Completeness and accuracy of data			
	Verify prorated recurring charges	Completeness and accuracy of data			

Process Area	Sub-Process/Attribute	Evaluation Measure	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			
	Verify discounts	Completeness and accuracy of data	Yes	Yes	Yes
	Verify adjustments (debits and credits)	Completeness and accuracy of data	Yes	Yes	Yes
	Verify late charges	Completeness and accuracy of data			
	Receive bill copy	Timeliness of media delivery			

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	Systems 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.	Yes	Yes	Yes	Yes
PRE-1-2-1	BLS's TAG interface provides expected system responses.	Yes	Yes	Yes	Yes
PRE-1-2-2	BLS systems or representatives provide required pre-ordering functionality.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-3-1	The TAG interface provides timely pre-order responses from BLS's RSAG-TN back end system.	Yes	Yes	Yes	Yes
PRE-1-3-2	The TAG interface provides timely pre-order responses from BLS's RSAG-Address back end system.	Yes	Yes	Yes	Yes
PRE-1-3-3	The TAG interface provides timely pre-order responses from BLS' DSAP back end system.	Yes	Yes	Yes	Yes
PRE-1-3-4	The TAG interface provides timely pre-order responses from BLS's ATLAS back end system.	Yes	Yes	Yes	Yes
PRE-1-3-5	The TAG interface provides timely pre-order responses from BLS's CRSECSR and CSRACCTs back end system.	Yes	Yes	Yes	Yes
PRE-1-3-6	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back end system.	Yes	Yes	Yes	Yes
PRE-1-3-7	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back end system.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-3-8	The TAG interface provides timely pre-order responses from BLS's OASIS back end system.	Yes	Yes	Yes	Yes
PRE-1-3-9	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.	Yes	Yes	Yes	Yes
PRE-1-4-1	BLS system or representative provides clear, accurate, and complete pre-order success responses.	Yes	Yes	Yes	Yes
PRE-1-4-2	BLS system or representative provides clear, accurate, and complete back end or TAG API errors.	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	Systems 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
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	Systems 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.	Yes	Yes	Yes	Yes
PRE-3-1-2	BLS makes updates to documents readily available to the CLECs.	Yes	Yes	Yes	Yes
PRE-3-1-3	Training is available for use of documentation.	Yes	Yes	Yes	Yes
PRE-3-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	Yes	Yes	Yes	Yes
PRE-3-1-5	Responsibilities and procedures for distributing documentation are clearly defined.	Yes	Yes	Yes	Yes
PRE-3-2-1	Document version is indicated clearly within and throughout each document.	Yes	Yes	Yes	Yes
PRE-3-2-2	BLS document organization is consistent with its intended use.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
PRE-3-2-4	BLS documents contain tables of contents.	Yes	Yes	Yes	Yes
PRE-3-2-5	BLS documents are logically organized with clear page numbering and section labeling.	Yes	Yes	Yes	Yes
PRE-3-2-6	BLS documents contain contact/help desk numbers.	Yes	Yes	Yes	Yes
PRE-3-2-7	BLS documents clearly indicate purpose and scope.	Yes	Yes	Yes	Yes
PRE-3-2-8	Cross-references are clearly stated, directing readers to relevant sources of additional information.	Yes	Yes	Yes	Yes
PRE-3-2-9	BLS documents clearly instruct users how to notify BLS of document errors and omissions.	Yes	Yes	Yes	Yes
PRE-3-3-1	BLS documents provide description of all error messages and potential steps for resolution.	Yes	Yes	Yes	Yes
PRE-3-3-2	BLS documents clearly identify inputs/outputs of the specific processes.	Yes	Yes	Yes	Yes
PRE-3-3-3	BLS documents include expected results of process and cycle times.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-3-4-1	BLS documents correctly define all data fields.	Yes	Yes	Yes	Yes
PRE-3-4-2	BLS documents accurately define acceptable formats for all data fields.	Yes	Yes	Yes	Yes
PRE-3-4-3	BLS documents clearly identify required and optional fields.	Yes	Yes	Yes	Yes
PRE-3-4-4	BLS documents clearly describe expected system responses/ outputs.	Yes	Yes	Yes	Yes
PRE-3-4-5	BLS documents contain methods and procedures to correctly execute processes.	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	Systems 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.	Yes	Yes	Yes	Yes
PRE-4-2-1	BLS's TAG interface provides expected system responses.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes
PRE-4-3-2	The TAG interface provides timely pre-order responses from BLS's RSAG-Address back-end system.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-4-3-3	The TAG interface provides timely pre-order responses from BLS's Direct Order Entry Support Application Program (DSAP) back-end system.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes
PRE-4-3-5	The TAG interface provides timely pre-order responses from BLS's CRSECSR back-end system.	Yes	Yes	Yes	Yes
PRE-4-3-6	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back-end system.	Yes	Yes	Yes	Yes
PRE-4-3-7	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back-end system.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-4-3-8	The TAG interface provides timely pre-order responses from BLS's OASIS back-end system.	Yes	Yes	Yes	Yes
PRE-4-3-9	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.	Yes	Yes	Yes	Yes
PRE-4-4-1	BLS system provides accurate pre-order success responses.	Yes	Yes	Yes	Yes
PRE-4-4-2	BLS system provides accurate back-end or TAG API errors.	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	Systems 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.	Yes	Yes	Yes	Yes
PRE-5-2-1	BLS's interface provides expected system responses.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes
PRE-5-3-2	The TAG interface provides timely pre-order responses from BLS's RSAG-Address back-end system.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-5-3-4	The TAG interface provides timely pre-order responses from BLS's Application for Telephone Load Administration and Selection (ATLAS) back-end system.	Yes	Yes	Yes	Yes
PRE-5-3-5	The TAG interface provides timely pre-order responses from BLS's CRSECSR back-end system.	Yes	Yes	Yes	Yes
PRE-5-3-6	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back-end system.	Yes	Yes	Yes	Yes
PRE-5-3-7	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back-end system.	Yes	Yes	Yes	Yes
PRE-5-3-8	The TAG interface provides timely pre-order responses from BLS's OASIS back-end system.	Yes	Yes	Yes	Yes
PRE-5-3-9	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.	Yes	Yes	Yes	Yes
PRE-5-4-1	BLS system provides clear and accurate pre-order success responses.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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	Systems 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.	Yes	Yes	Yes	Yes
PRE-6-1-2	There is an established process for capturing resource utilization.	Yes	Yes	Yes	Yes
PRE-6-1-3	Resource utilization is monitored for system components and elements.	Yes	Yes	Yes	Yes
PRE-6-1-4	Instrumentation and other tools are used to collect resource utilization data.	Yes	Yes	Yes	Yes
PRE-6-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.).	Yes	Yes	Yes	Yes
PRE-6-1-6	Instrumentation and other tools are used to monitor performance.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-6-1-7	There is an established process for forecasting business volumes and transactions.	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.	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.	Yes	Yes	Yes	Yes
PRE-6-1-10	There is an established process for verification and validation of performance data.	Yes	Yes	Yes	Yes
PRE-6-1-11	Performance monitoring results are compared to service level agreements and other metrics.	Yes	Yes	Yes	Yes
PRE-6-1-12	Capacity Management process is defined and documented.	Yes	Yes	Yes	Yes
PRE-6-1-13	Resource usage and capacity is considered in the planning process for capacity management.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-6-1-14	Performance monitoring results are considered in the planning process for capacity management.	Yes	Yes	Yes	Yes
PRE-6-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load re-balancing or system tuning.	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	Systems 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.	Yes	Yes	Yes	Yes
O&P-1-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).	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	Systems 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).	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.	Yes	Yes	Yes	Yes
O&P-1-3-6	BLS's EDI interface provides timely Missed Appointment (MA) notifications .	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
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

Criteria	Description	Systems 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-1-4-6	BLS systems provide clear, accurate, and complete Missed Appointment Notifications.	Yes	Yes	Yes	Yes
O&P-1-4-7	BLS service order tracking systems (CSOTS) provide accurate LSR status.	Yes	Yes	Yes	Yes
O&P-1-5-1	Pre-Order and Order field names and field formats for Service Availability Queries are compatible.	Yes	Yes	Yes	Yes
O&P-1-5-2	Pre-Order and Order field names and field formats for Appointment Availability Queries are compatible.	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.	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.	Yes	Yes	Yes	Yes
O&P-1-5-5	Pre-Order and Order field names and field formats for Address Validation Queries are compatible.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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.	Yes	Yes	Yes	Yes
O&P-1-2-1	The EDI interface provides expected system responses.	Yes	Yes	Yes	Yes
O&P-1-3-2a	BLS's EDI interface provides timely Fully Mechanized (FM) order errors (ERRs)/clarifications (CLRs).	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
O&P-1-1-1	EDI order transaction capability is consistently available during scheduled hours of operation.	Yes	Yes	Yes	Yes
O&P-1-3-4	BLS's EDI interface provides timely Completion Notifications (CNs) within agreed upon standard intervals.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-4-3	Service order provisioning due dates (FOC DDDs) 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	Systems 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.	Yes	Yes	Yes	Yes
O&P 2-2-2	BLS systems and representatives provide required order functionality.	Yes	Yes	Yes	Yes
O&P-2-3-1	BLS's TAG interface provides timely Functional Acknowledgements (FAs).	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
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

Criteria	Description	Systems 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-2-3-5	BLS's TAG interface provides timely Jeopardy Notifications.	Yes	Yes	Yes	Yes
O&P-2-3-6	BLS's TAG interface provides timely Missed Appointment (MA) Notifications.	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
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.	Yes	Yes	Yes	Yes
O&P-2-4-7	BLS service order tracking systems (CSOTS) provide accurate LSR status.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-2-5-1	Pre-Order and Order field names and field formats for Service Availability Queries are compatible	Yes	Yes	Yes	Yes
O&P-2-5-2	Pre-Order and Order field names and field formats for Appointment Availability Queries are compatible.	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.	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.	Yes	Yes	Yes	Yes
O&P-2-5-5	Pre-Order and Order field names and field formats for Address Validation Queries are compatible.	Yes	Yes	Yes	Yes
O&P-2-5-6	Pre-Order and Order field names and field formats for Telephone Number Availability Queries are compatible.	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.	Yes	Yes	Yes	Yes
O&P-2-2-1	The TAG interface provides expected system responses.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-2-3-3a	BLS's TAG interface provides timely Flow Through (FT) Firm Order Confirmations (FOCs) .	Yes	Yes	Yes	Yes
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.	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	Systems 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.	Yes	Yes	Yes	Yes
O&P-3-1-2	TAG order transaction capability is consistently available during scheduled hours of operation.	Yes	Yes	Yes	Yes
O&P-3-2-1	The EDI interface provides expected system responses.	Yes	Yes	Yes	Yes
O&P-3-2-2	The TAG interface provides expected system responses.	Yes	Yes	Yes	Yes
O&P-3-3-2	BLS's TAG interface provides timely Functional Acknowledgements (FAs).	Yes	Yes	Yes	Yes
O&P-3-3-3	BLS's EDI interface provides timely Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes
O&P-3-3-4	BLS's TAG interface provides timely Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes
O&P-3-4-1	BLS systems provide accurate Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-3-4-2	BLS systems provide accurate order errors (ERRs)/clarifications (CLRs).	Yes	Yes	Yes	Yes
O&P-3-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).	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	Systems 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.	Yes	Yes	Yes	Yes
O&P-4-1-2	TAG order transaction capability is consistently available during scheduled hours of operation.	Yes	Yes	Yes	Yes
O&P-4-2-1	The EDI interface provides expected system responses.	Yes	Yes	Yes	Yes
O&P-4-2-2	The TAG interface provides expected system responses.	Yes	Yes	Yes	Yes
O&P-4-3-2	BLS's TAG interface provides timely Functional Acknowledgements (FAs).	Yes	Yes	Yes	Yes
O&P-4-3-3	BLS's EDI interface provides timely Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes
O&P-4-3-4	BLS's TAG interface provides timely Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-4-4-1	BLS systems provide accurate Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes
O&P-4-4-2	BLS systems provide accurate order errors (ERRs)/clarifications (CLRs).	Yes	Yes	Yes	Yes
O&P-4-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).	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	Systems 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.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes
O&P-5-2-3	Coordinated Customer Conversions (Hot-Cuts) are completed on time by BLS technicians.	Yes	Yes	Yes	Yes
O&P-5-2-4	The coordinated provisioning procedures are practiced in the Central Office locations - Methods and Procedures.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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	Yes	Yes	Yes	Yes
O&P-5-2-6	Jeopardy (Pending Facilities) Notifications provide complete information.	Yes	Yes	Yes	Yes
O&P-5-2-7	Design Layout Records are provided for SL2 (Design) Loops.	Yes	Yes	Yes	Yes
O&P-5-3-1	Procedures in the coordination process are in place.	Yes	Yes	Yes	Yes
O&P-5-3-2	Procedures for Central Office work are defined and utilized.	Yes	Yes	Yes	Yes
O&P-5-3-3	Procedures for placing an order into Missed Appointment (MA) Status are defined.	Yes	Yes	Yes	Yes
O&P-5-3-4	CLEC procedures for escalation are defined.	Yes	Yes	Yes	Yes
O&P-5-3-5	Non-available facilities (Pending Facilities) policy is clearly defined.	Yes	Yes	Yes	Yes
O&P-5-3-6	Policy for acceptance of complete orders is clearly stated.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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	Systems 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.	Yes	Yes	Yes	Yes
O&P-6-1-2	There is an established process for capturing resource utilization.	Yes	Yes	Yes	Yes
O&P-6-1-3	Resource utilization is monitored for system components and elements.	Yes	Yes	Yes	Yes
O&P-6-1-4	Instrumentation and other tools are used to collect resource utilization data.	Yes	Yes	Yes	Yes
O&P-6-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.).	Yes	Yes	Yes	Yes
O&P-6-1-6	Instrumentation and other tools are used to monitor performance.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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.	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.	Yes	Yes	Yes	Yes
O&P-6-1-10	There is an established process for verification and validation of performance data.	Yes	Yes	Yes	Yes
O&P-6-1-11	Performance monitoring results are compared to service level agreements and other metrics.	Yes	Yes	Yes	Yes
O&P-6-1-12	Capacity Management process is defined and documented.	Yes	Yes	Yes	Yes
O&P-6-1-13	Resource usage and capacity is considered in the planning process for capacity management.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
O&P-6-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load re-balancing or system tuning.	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	Systems 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

Criteria	Description	Systems 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-7-3-2	KCI-calculated SQM values agree with BLS-reported SQM values - Firm Order Confirmation Timeliness.	Yes	Yes	Yes	Yes
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

Criteria	Description	Systems 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-7-6-2	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
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

Criteria	Description	Systems 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-7-8-3	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
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

Criteria	Description	Systems 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-7-11-2	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
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

Criteria	Description	Systems 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-7-2-3	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	Systems 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.	Yes	Yes	Yes	Yes
O&P-8-1-2	BLS makes updates to documents readily available to the CLECs.	Yes	Yes	Yes	Yes
O&P-8-1-3	Training is available for use of documentation.	Yes	Yes	Yes	Yes
O&P-8-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	Yes	Yes	Yes	Yes
O&P-8-1-5	Responsibilities and procedures for distributing documentation are clearly defined.	Yes	Yes	Yes	Yes
O&P-8-2-1	Document version is indicated clearly within and throughout each document.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-8-2-2	BLS document organization is consistent with its intended use.	Yes	Yes	Yes	Yes
O&P-8-2-3	BLS documents contain information that is relevant to its intended audience.	Yes	Yes	Yes	Yes
O&P-8-2-4	BLS documents contain table of contents.	Yes	Yes	Yes	Yes
O&P-8-2-5	BLS documents are logically organized with clear page numbering and section labeling.	Yes	Yes	Yes	Yes
O&P-8-2-6	BLS Documents contain contact/help desk numbers.	Yes	Yes	Yes	Yes
O&P-8-2-7	BLS documents clearly indicate purpose and scope.	Yes	Yes	Yes	Yes
O&P-8-2-8	Cross-references are clearly stated directing readers to relevant sources of additional information.	Yes	Yes	Yes	Yes
O&P-8-2-9	BLS documents clearly instruct users how to notify BellSouth of document errors and omissions.	Yes	Yes	Yes	Yes
O&P-8-3-1	BLS documents provide description of all error messages and potential steps for resolution.	Yes	Yes	Yes	Yes
O&P-8-3-2	BLS documents clearly identify inputs/outputs of the specific processes.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-8-3-3	BLS documents include expected results of process and cycle times.	Yes	Yes	Yes	Yes
O&P-8-4-1	BLS documents correctly define all data fields.	Yes	Yes	Yes	Yes
O&P-8-4-2	BLS documents accurately define acceptable formats for all data fields.	Yes	Yes	Yes	Yes
O&P-8-4-3	BLS documents clearly identify required and optional fields.	Yes	Yes	Yes	Yes
O&P-8-4-4	BLS documents clearly describe expected system responses/outputs.	Yes	Yes	Yes	Yes
O&P-8-4-5	BLS documents contain methods and procedures to correctly execute processes.	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 outlined by 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	Systems 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.	Yes	Yes	Yes	Yes
O&P-10-1-2	TAG order transaction capability is consistently available during scheduled hours of operation.	Yes	Yes	Yes	Yes
O&P-10-2-1	The EDI interface provides expected system responses.	Yes	Yes	Yes	Yes
O&P-10-2-2	The TAG interface provides expected system responses.	Yes	Yes	Yes	Yes
O&P-10-2-3	The TAG interface provides expected pre-order system responses.	Yes	Yes	Yes	Yes
O&P-10-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).	Yes	Yes	Yes	Yes
O&P-10-3-2	BLS's TAG interface provides timely Functional Acknowledgements (FAs).	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-10-3-3	BLS's EDI interface provides timely Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes
O&P-10-3-4	BLS's TAG interface provides timely Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes
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.	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.	Yes	Yes	Yes	Yes
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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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.	Yes	Yes	Yes	Yes
O&P-10-3-11	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back-end system.	Yes	Yes	Yes	Yes
O&P-10-3-12	The TAG interface provides timely pre-order responses from BLS's OASIS back-end system.	Yes	Yes	Yes	Yes
O&P-10-3-13	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.	Yes	Yes	Yes	Yes
O&P-10-4-1	BLS systems provide accurate pre-order success responses.	Yes	Yes	Yes	Yes
O&P-10-4-2	BLS systems provide clear, accurate, and complete Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes
O&P-10-4-3	BLS systems provide accurate order errors (ERRs)/clarifications (CLRs).	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	Systems 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.	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.	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.	Yes	Yes	Yes	Yes
M&R-1-1-4	The user is able to create a subsequent report using TAFI and receive a satisfactory response.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-1-6	The user is able to enter and retrieve trouble reports from the queue in TAFI and receive a satisfactory response.	Yes	Yes	Yes	Yes
M&R-1-1-7	The user is able to execute supervisor functions within TAFI and receive a satisfactory response.	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.	Yes	Yes	Yes	Yes
M&R-1-1-9	The user is able to cancel a trouble report using TAFI and receive a satisfactory response.	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.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-1-13	The user is able to obtain customer line record information (BOCRIS CSR) using TAFI and receive a satisfactory response.	Yes	Yes	Yes	Yes
M&R-1-1-14	The user is able to obtain Predictor results using TAFI and receive a satisfactory response.	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.	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.	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.	Yes	Yes	Yes	Yes
M&R-1-1-18	The user is able to retrieve trouble history using TAFI and receive a satisfactory response.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
M&R-1-2-2	The user receives timely responses when executing TAFI supervisor functions.	Yes	Yes	Yes	Yes
M&R-1-2-3	The user receives timely responses from the MLT test.	Yes	Yes	Yes	Yes
M&R-1-2-4	The user receives timely responses when retrieving a LMOS recent status report using TAFI.	Yes	Yes	Yes	Yes
M&R-1-2-5	The user receives timely responses when obtaining customer line record information using TAFI.	Yes	Yes	Yes	Yes
M&R-1-2-6	The user receives timely responses when obtaining Predictor results using TAFI.	Yes	Yes	Yes	Yes
M&R-1-2-7	The user receives timely responses when retrieving DLR information using TAFI.	Yes	Yes	Yes	Yes
M&R-1-2-8	The user receives timely responses when retrieving SOCS pending order information using TAFI.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-2-9	The user receives timely responses when retrieving trouble history using TAFI.	Yes	Yes	Yes	Yes
M&R-1-3-1	TAFI is a user-friendly system for creating trouble reports.	Yes	Yes	Yes	Yes
M&R-1-3-2	TAFI is a user-friendly system for modifying trouble reports.	Yes	Yes	Yes	Yes
M&R-1-3-3	TAFI is a user-friendly system for creating repeat reports.	Yes	Yes	Yes	Yes
M&R-1-3-4	TAFI is a user-friendly system for creating subsequent reports.	Yes	Yes	Yes	Yes
M&R-1-3-5	TAFI is a user-friendly system for entering multiple trouble reports (MTR).	Yes	Yes	Yes	Yes
M&R-1-3-6	TAFI is a user-friendly system for entering and retrieving trouble reports from the queue.	Yes	Yes	Yes	Yes
M&R-1-3-7	TAFI is a user-friendly system for executing supervisor functions.	Yes	Yes	Yes	Yes
M&R-1-3-8	TAFI is a user-friendly system for closing trouble reports.	Yes	Yes	Yes	Yes
M&R-1-3-9	TAFI is a user-friendly system for canceling trouble reports.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-3-10	TAFI is a user-friendly system for initiating port and loop-port tests.	Yes	Yes	Yes	Yes
M&R-1-3-11	TAFI is a user-friendly system for viewing port and loop-port test results.	Yes	Yes	Yes	Yes
M&R-1-3-12	TAFI is a user-friendly system for retrieving a LMOS recent status report.	Yes	Yes	Yes	Yes
M&R-1-3-13	TAFI is a user-friendly system for obtaining customer line record information.	Yes	Yes	Yes	Yes
M&R-1-3-14	TAFI is a user-friendly system for obtaining Predictor results.	Yes	Yes	Yes	Yes
M&R-1-3-15	TAFI is a user-friendly system for viewing DLR information.	Yes	Yes	Yes	Yes
M&R-1-3-16	TAFI is a user-friendly system for viewing SOCS pending order information.	Yes	Yes	Yes	Yes
M&R-1-3-17	TAFI is a user-friendly system for viewing and resending trouble reports that incurred host request errors.	Yes	Yes	Yes	Yes
M&R-1-3-18	TAFI is a user-friendly system for retrieving trouble history.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-3-19	TAFI is a user-friendly system for handling non-designed UNE M&R issues.	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	Systems 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.	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.	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.	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.	Yes	Yes	Yes	Yes
M&R-2-1-5	The user is able to cancel a trouble report in ECTA and receive a satisfactory response.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-2-1-6	The user is able to respond to trouble repair completion notifications and receive a satisfactory response.	Yes	Yes	Yes	Yes
M&R-2-1-7	The user is able to conduct a Mechanized Line Test and receive a satisfactory response.	Yes	Yes	Yes	Yes
M&R-2-2-1	The user receives a timely response when entering a trouble report using ECTA.	Yes	Yes	Yes	Yes
M&R-2-2-2	The user receives a timely response when requesting trouble report status using ECTA.	Yes	Yes	Yes	Yes
M&R-2-2-3	The user receives a timely response when adding trouble information using ECTA.	Yes	Yes	Yes	Yes
M&R-2-2-4	The user receives a timely response when modifying trouble report administration information using ECTA.	Yes	Yes	Yes	Yes
M&R-2-2-5	The user receives a timely response when canceling a trouble report using ECTA.	Yes	Yes	Yes	Yes
M&R-2-2-6	The user receives a timely response when responding to a verify repair completion.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-2-2-7	The user receives a timely response when conducting a Mechanized Line Test using 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	Systems 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.	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.	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.	Yes	Yes	Yes	Yes
M&R-3-1-4	The user receives the correct response when modifying trouble administration information using ECTA.	Yes	Yes	Yes	Yes
M&R-3-1-5	The user receives the correct response when canceling a trouble ticket using ECTA.	Yes	Yes	Yes	Yes
M&R-3-2-1	The response when entering a trouble report using ECTA is within published specifications.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-3-2-2	The response when requesting trouble report status using ECTA is within BLS published specifications.	Yes	Yes	Yes	Yes
M&R-3-2-3	The response when adding trouble information using ECTA is within BLS published specifications.	Yes	Yes	Yes	Yes
M&R-3-2-4	The response when modifying trouble report administration information using ECTA is within BLS published specifications.	Yes	Yes	Yes	Yes
M&R-3-2-5	The user receives the correct response when canceling a trouble ticket using 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	Systems 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.	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.	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.	Yes	Yes	Yes	Yes
M&R-4-1-4	The user receives the correct response when modifying trouble administration information using ECTA.	Yes	Yes	Yes	Yes
M&R-4-1-5	The user receives the correct response when canceling a trouble ticket using ECTA.	Yes	Yes	Yes	Yes
M&R-4-2-1	The response when entering a trouble report using ECTA is within BLS published specifications.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
M&R-4-2-3	The response when adding trouble information using ECTA is within BLS published specifications.	Yes	Yes	Yes	Yes
M&R-4-2-4	The response when modifying trouble report administration information using ECTA is within BLS published specifications.	Yes	Yes	Yes	Yes
M&R-4-2-5	The user receives the correct response when canceling a trouble report using 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	Systems 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.	Yes	Yes	Yes	Yes
M&R-5-1-2	There is an established process for capturing resource utilization.	Yes	Yes	Yes	Yes
M&R-5-1-3	Resource utilization is monitored for system components and elements.	Yes	Yes	Yes	Yes
M&R-5-1-4	Instrumentation and other tools are used to collect resource utilization data.	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.)	Yes	Yes	Yes	Yes
M&R-5-1-6	Instrumentation and other tools are used to monitor performance.	Yes	Yes	Yes	Yes
M&R-5-1-7	There is an established process for forecasting business volumes and transactions.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-5-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.	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.	Yes	Yes	Yes	Yes
M&R-5-1-10	There is an established process for verification and validation of performance data.	Yes	Yes	Yes	Yes
M&R-5-1-11	Performance monitoring results are compared to service level agreements and other metrics.	Yes	Yes	Yes	Yes
M&R-5-1-12	Capacity Management process is defined and documented.	Yes	Yes	Yes	Yes
M&R-5-1-13	Resource usage and capacity is considered in the planning process for capacity management.	Yes	Yes	Yes	Yes
M&R-5-1-14	Performance monitoring results are considered in the planning process for capacity management.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-5-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load rebalancing or system tuning.	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	Systems 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.	Yes	Yes	Yes	Yes
M&R-6-1-2	There is an established process for capturing resource utilization.	Yes	Yes	Yes	Yes
M&R-6-1-3	Resource utilization is monitored for system components and elements.	Yes	Yes	Yes	Yes
M&R-6-1-4	Instrumentation and other tools are used to collect resource utilization data.	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.).	Yes	Yes	Yes	Yes
M&R-6-1-6	Instrumentation and other tools are used to monitor performance.	Yes	Yes	Yes	Yes
M&R-6-1-7	There is an established process for forecasting business volumes and transactions.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-6-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.	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.	Yes	Yes	Yes	Yes
M&R-6-1-10	There is an established process for verification and validation of performance data.	Yes	Yes	Yes	Yes
M&R-6-1-11	Performance monitoring results are compared to service level agreements and other metrics.	Yes	Yes	Yes	Yes
M&R-6-1-12	Capacity Management process is defined and documented.	Yes	Yes	Yes	Yes
M&R-6-1-13	Resource usage and capacity is considered in the planning process for capacity management.	Yes	Yes	Yes	Yes
M&R-6-1-14	Performance monitoring results are considered in the planning process for capacity management.	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.	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	Systems 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
M&R-7-2-3	Test data collected by KCI agrees with BLS raw data - Customer Trouble Report Rate.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-7-3-1	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
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

Criteria	Description	Systems 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-7-5-3	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
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	Systems 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.	Yes	Yes	Yes	Yes
M&R-8-1-2	The document provides cross-references and annotations within the document.	Yes	Yes	Yes	Yes
M&R-8-1-3	The document indicates document scope and purpose.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes
M&R-8-1-5	The organization of the document is consistent with its intended use.	Yes	Yes	Yes	Yes
M&R-8-1-6	The document describes user access of TAFI system(s).	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-8-1-7	The document has clear and accurate citations directing readers to relevant sources of additional information.	Yes	Yes	Yes	Yes
M&R-8-1-8	The CLEC TAFI User Guide clearly defines how to navigate the system(s).	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.	Yes	Yes	Yes	Yes
M&R-8-1-10	The CLEC TAFI User Guide explains acceptable formats for data fields.	Yes	Yes	Yes	Yes
M&R-8-1-11	The CLEC TAFI User Guide distinguishes between required and optional fields.	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.)	Yes	Yes	Yes	Yes
M&R-8-1-13	The CLEC TAFI User Guide describes expected system responses/outputs and response times.	Yes	Yes	Yes	Yes
M&R-8-1-14	CLEC TAFI User Guide provides descriptions of error messages and possible steps for resolution.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-8-1-15	The CLEC TAFI User Guide describes the escalation process and provides contact information for out of the ordinary occurrences.	Yes	Yes	Yes	Yes
M&R-8-1-16	The document contains information that is relevant to its intended audience.	Yes	Yes	Yes	Yes
M&R-8-1-17	The CLEC TAFI User Guide accurately explains how to create a trouble report using TAFI.	Yes	Yes	Yes	Yes
M&R-8-1-18	The CLEC TAFI User Guide accurately explains how to modify a trouble report using 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.	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.	Yes	Yes	Yes	Yes
M&R-8-1-21	The CLEC TAFI User Guide accurately explains how to enter multiple trouble reports.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-8-1-22	The CLEC TAFI User Guide accurately explains how to enter and retrieve trouble reports from the queue in TAFI.	Yes	Yes	Yes	Yes
M&R-8-1-23	The CLEC TAFI User Guide accurately explains how to execute supervisor functions within 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.	Yes	Yes	Yes	Yes
M&R-8-1-25	The CLEC TAFI User Guide accurately explains how to cancel a trouble report using 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.	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.	Yes	Yes	Yes	Yes
M&R-8-1-28	The CLEC TAFI User Guide accurately explains how to obtain BOCRIS customer line record information using TAFI.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-8-1-29	The CLEC TAFI User Guide accurately explains how to obtain Predictor results using TAFI.	Yes	Yes	Yes	Yes
M&R-8-1-30	The CLEC TAFI User Guide accurately explains how to view DLR information using 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.	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.	Yes	Yes	Yes	Yes
M&R-8-1-33	The CLEC TAFI User Guide accurately explains how to retrieve trouble history using 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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-8-1-35	Procedures exist for the distribution of updates for the CLEC TAFI <i>User Guide</i> and the CLEC TAFI <i>End-User Training Manual</i> .	Yes	Yes	Yes	Yes
M&R-8-1-36	Responsibilities and procedures for developing, updating and correcting the CLEC TAFI <i>User Guide</i> are clearly defined.	Yes	Yes	Yes	Yes
M&R-8-2-1	TAFI On-Line Help is logically and consistently organized.	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 <i>End-User Training and User Guide</i> .	Yes	Yes	Yes	Yes
M&R-8-2-3	TAFI On-Line Help text is presented in a clearly understandable manner.	Yes	Yes	Yes	Yes
M&R-8-2-4	TAFI On-Line Help provides the information required to navigate/utilize the TAFI interface.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-8-2-5	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.	Yes	Yes	Yes	Yes
M&R-8-2-6	The components of the TAFI On-Line Help contain accurate information.	Yes	Yes	Yes	Yes
M&R-8-2-7	Responsibilities and procedures for developing, updating, and correcting the TAFI On-Line Help are clearly defined.	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.	Yes	Yes	Yes	Yes
M&R-8-3-2	The Facility Based Activation Requirements Guide clearly describes document purpose.	Yes	Yes	Yes	Yes
M&R-8-3-3	The Facility Based Activation Requirements Guide has clear and accurate citations directing readers to relevant sources of additional information.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-8-3-4	The TAFI information contained within the <i>Facility Based Activation Requirements Guide</i> is correct.	Yes	Yes	Yes	Yes
M&R-8-3-5	The TAFI information contained within the <i>Facility Based Activation Requirements Guide</i> is in line with the document purpose.	Yes	Yes	Yes	Yes
M&R-8-3-6	The <i>Facility Based Activation Requirements Guide</i> is made readily available in a timely manner.	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	Systems 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.	Yes	Yes	Yes	Yes
M&R-9-1-2	BellSouth ECTA documentation is easy to use.	Yes	Yes	Yes	Yes
M&R-9-1-3	BellSouth ECTA documentation conforms to ANSI documentation requirements.	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	Systems 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.	Yes	Yes	Yes	Yes
M&R-10-1-2	Review of BellSouth process flows for accuracy.	Yes	Yes	Yes	Yes
M&R-10-1-3	Confirm parity between retail and resale process.	Yes	Yes	Yes	Yes
M&R-10-1-4	The M&P's reflect the complete M&R process.	Yes	Yes	Yes	Yes
M&R-10-1-5	The M&P's provide for a quality improvement process.	Yes	Yes	Yes	Yes
M&R-10-1-6	The M&P's provide for an escalation process.	Yes	Yes	Yes	Yes
M&R-10-1-7	The M&P's document roles and responsibilities for the M&R escalation process.	Yes	Yes	Yes	Yes
M&R-10-1-8	The M&P's include a procedure for severity coding of trouble tickets.	Yes	Yes	Yes	Yes
M&R-10-1-9	The M&R process includes performance monitoring.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-10-1-10	Trouble ticket performance is tracked and reported.	Yes	Yes	Yes	Yes
M&R-10-1-11	The M&R's include procedures for documentation of unresolved trouble tickets.	Yes	Yes	Yes	Yes
M&R-10-1-12	Problem status of trouble tickets is tracked and is readily accessible.	Yes	Yes	Yes	Yes
M&R-10-1-13	BLS accurately closes trouble tickets as defined in M&R test bed circuits.	Yes	Yes	Yes	Yes
M&R-10-1-14	BLS meets commitment date and times in BellSouth test bed circuits.	Yes	Yes	Yes	Yes
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.	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	Systems 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.	Yes	Yes	Yes	Yes
CM-1-1-2	Essential elements of the change management process are in place and adequately documented.	Yes	Yes	Yes	Yes
CM-1-1-3	The change management process has a framework to evaluate, categorize, and prioritize proposed changes.	Yes	Yes	Yes	Yes
CM-1-1-4	The change management process includes procedures for allowing input from all interested parties.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-1-5	The change management process has clearly defined and reasonable intervals for considering and notifying customers about proposed changes.	Yes	Yes	Yes	Yes
CM-1-1-6	Documentation regarding proposed changes is distributed on a timely basis.	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.	Yes	Yes	Yes	Yes
CM-1-1-8	Criteria are defined for the prioritization system and for severity coding.	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	Systems 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.	Yes	Yes	Yes	Yes
BLG-1-1-2	The appropriate data appears on the page headers per BLS's documentation.	Yes	Yes	Yes	Yes
BLG-1-1-3	The appropriate data appears on the Remittance page per BLS's documentation.	Yes	Yes	Yes	Yes
BLG-1-1-4	The appropriate data appear in the Summary Billing section per BLS's documentation.	Yes	Yes	Yes	Yes
BLG-1-1-5	Appropriate details appear in the Summary Billing section per BLS's documentation.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
BLG-1-1-7	The appropriate details appear in the Other Charges and Credits section per BLS's documentation.	Yes	Yes	Yes	Yes
BLG-1-1-8	Summary Page calculations correspond with the calculation definition.	Yes	Yes	Yes	Yes
BLG-1-1-9	Balance Due calculations cross total as appropriate.	Yes	Yes	Yes	Yes
BLG-1-1-10	Late Payment Charge calculations correspond with the calculation definition in the BLS documentation.	Yes	Yes	Yes	Yes
BLG-1-1-11	Non-recurring and pro-rated monthly charge calculations correspond appropriately with the BLS tariffs or Interconnection Agreement.	Yes	Yes	Yes	Yes
BLG-1-1-12	Usage rates correspond with those defined in the BLS tariffs or Interconnection Agreement.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
BLG-1-1-14	Detailed Charge calculations correspond with the calculation definition contained in the BLS tariffs or Interconnection Agreement.	Yes	Yes	Yes	Yes
BLG-1-1-15	Remittance totals cross-total appropriately	Yes	Yes	Yes	Yes
BLG-1-1-16	Summary sections/page correspond with appropriate totals elsewhere in the bills.	Yes	Yes	Yes	Yes
BLG-1-1-17	Other Charges & Credits (OC&C) detail matches expected results.	Yes	Yes	Yes	Yes
BLG-1-1-18	Monthly Recurring Charge detail matches expected results.	Yes	Yes	Yes	Yes
BLG-1-1-19	Usage charge(s) match expected results.	Yes	Yes	Yes	Yes
BLG-1-1-20	Bill delivery timeliness corresponds with the BLS standard.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-1-21	Scope and objectives of the bill delivery services cover all key customer requirements.	Yes	Yes	Yes	Yes
BLG-1-1-22	Bill delivery responsibilities and activities are clearly defined.	Yes	Yes	Yes	Yes
BLG-1-1-23	Customer can readily obtain assistance in the event of problems with bill delivery.	Yes	Yes	Yes	Yes
BLG-1-1-24	Process includes procedures to ensure creation of customer bills on appropriate medium.	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.	Yes	Yes	Yes	Yes
BLG-1-1-26	Process includes complete and consistent procedures for status tracking, management reporting, and management intervention for bill delivery.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-1-27	Process performance measures are defined, measured, and reviewed for bill delivery.	Yes	Yes	Yes	Yes
BLG-1-1-28	Process improvement responsibilities are assigned for bill delivery.	Yes	Yes	Yes	Yes
BLG-1-1-29	Scope and objectives of the bill cycle balancing services cover all key customer requirements.	Yes	Yes	Yes	Yes
BLG-1-1-30	Bill balancing responsibilities and activities are clearly defined.	Yes	Yes	Yes	Yes
BLG-1-1-31	Customer can readily obtain assistance in the event of problems with bill content.	Yes	Yes	Yes	Yes
BLG-1-1-32	Internal change management procedures are in place to correct implementation of billing system changes (e.g., code and tables).	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
BLG-1-1-35	Process includes procedures to ensure all payments and adjustments have been properly introduced and applied.	Yes	Yes	Yes	Yes
BLG-1-1-36	Process includes procedures to ensure customer data has been rolled forward from previous cycle.	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.	Yes	Yes	Yes	Yes
BLG-1-1-38	Process provides for visual quality check of bills.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
BLG-1-1-40	Process performance measures are defined, measured and reviewed for cycle balancing.	Yes	Yes	Yes	Yes
BLG-1-1-41	Process improvement responsibilities are assigned and executed for cycle balancing.	Yes	Yes	Yes	Yes
BLG-1-1-42	Scope and objectives of the historical bill management services cover all key customer requirements.	Yes	Yes	Yes	Yes
BLG-1-1-43	Bill delivery responsibilities and activities are clearly defined.	Yes	Yes	Yes	Yes
BLG-1-1-44	Customers are provided with instruction on how to request, track, expedite and obtain assistance for billing resends.	Yes	Yes	Yes	Yes
BLG-1-1-45	Process includes procedures to ensure bill history retention requirements are operationally satisfied.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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.	Yes	Yes	Yes	Yes
BLG-1-1-48	Process performance measures are defined, measured and reviewed for the maintenance of historical bill information.	Yes	Yes	Yes	Yes
BLG-1-1-49	Process improvement responsibilities are assigned and executed for the maintenance of historical billing information.	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	Systems 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.	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.	Yes	Yes	Yes	Yes
BLG-2-1-3	For all scripted and completed test calls that should generate a DUF record, 95% are delivered within 6 business days.	Yes	Yes	Yes	Yes
BLG-2-1-4	DUF records transmitted to KCI pseudo-CLEC contained billable information	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
BLG-2-1-6	DUF production and distribution responsibilities and activities are clearly defined.	Yes	Yes	Yes	Yes
BLG-2-1-7	Customer is provided sufficient understanding of the DUF production and processes.	Yes	Yes	Yes	Yes
BLG-2-1-8	Customer has ready and convenient access to assistance with DUF production and distribution problems.	Yes	Yes	Yes	Yes
BLG-2-1-9	Internal change management procedures are in place to document and manage process changes (e.g., code, tables).	Yes	Yes	Yes	Yes
BLG-2-1-10	Process includes procedures to ensure all relevant usage is received, validated and processed.	Yes	Yes	Yes	Yes
BLG-2-1-11	Process includes procedures to ensure all usage is correctly rated and routed.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-2-1-12	Process includes adequate error detection procedures and reasonability checks to catch errors not susceptible to pre-determined balancing procedures.	Yes	Yes	Yes	Yes
BLG-2-1-13	Process includes procedures to ensure accurate preparation and timely delivery of DUF data.	Yes	Yes	Yes	Yes
BLG-2-1-14	Process includes procedures for retaining, archiving and accessing prior period data.	Yes	Yes	Yes	Yes
BLG-2-1-15	Process includes complete and consistent procedures for status tracking, management reporting and management intervention.	Yes	Yes	Yes	Yes
BLG-2-1-16	Process performance measures are defined, measured and reviewed.	Yes	Yes	Yes	Yes.
BLG-2-1-17	Process improvement responsibilities are assigned and executed.	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	Systems 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.	Yes	Yes	Yes	Yes
BLG-3-1-2	There is an established process for capturing resource utilization.	Yes	Yes	Yes	Yes
BLG-3-1-3	Resource utilization is monitored for system components and elements.	Yes	Yes	Yes	Yes
BLG-3-1-4	Instrumentation and other tools are used to collect resource utilization data.	Yes	Yes	Yes	Yes
BLG-3-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.).	Yes	Yes	Yes	Yes
BLG-3-1-6	Instrumentation and other tools are used to monitor performance.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-3-1-7	There is an established process for forecasting business volumes and transactions.	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.	Yes	Yes	Yes	Yes
BLG-3-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.	Yes	Yes	Yes	Yes
BLG-3-1-10	There is an established process for verification and validation of performance data.	Yes	Yes	Yes	Yes
BLG-3-1-11	Performance monitoring results are compared to service level agreements and other metrics.	Yes	Yes	Yes	Yes
BLG-3-1-12	Capacity Management process is defined and documented.	Yes	Yes	Yes	Yes
BLG-3-1-13	Resource usage and capacity is considered in the planning process for capacity management.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-3-1-14	Performance monitoring results are considered in the planning process for capacity management.	Yes	Yes	Yes	Yes
BLG-3-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load re-balancing or system tuning.	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	Systems 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

Criteria	Description	Systems 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-4-3-1	BLS reports are correctly disaggregated and complete - Usage Data Delivery Accuracy.	Yes	Yes	Yes	Yes
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

Criteria	Description	Systems 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-4-5-3	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
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

Criteria	Description	Systems 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-5-2-2	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to receive and process wholesale bills.	Yes	Yes	Yes	Yes
BLG-5-2-3	The BLS-provided billing documentation provides CLECs with an adequate understanding of steps necessary to validate wholesale bills.	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.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-5-3-1	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	Yes	Yes	Yes	Yes
BLG-5-3-2	Responsibilities and procedures for maintaining distribution lists and distributing documentation are clearly defined.	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.	Yes	Yes	Yes	Yes
BLG-5-3-4	Process includes procedures for accepting change requirements from all stakeholders.	Yes	Yes	Yes	Yes
BLG-5-3-5	The document development and production process includes procedures for change, version, and effective date management	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
BLG-5-3-7	The process includes style (organization, format, etc.) guidance.	Yes	Yes	Yes	Yes
BLG-5-3-8	The process provides for independent Quality Assurance (QA) of coverage and style.	Yes	Yes	Yes	Yes
BLG-5-3-9	The process provides independent validation of correctness.	Yes	Yes	Yes	Yes
BLG-5-3-10	The procedure provides for independent evaluation of usability.	Yes	Yes	Yes	Yes
BLG-5-3-11	Procedures are carried out in compliance with documentation.	Yes	Yes	Yes	Yes
BLG-5-4-1	BLS-provided billing documentation contains no errors that significantly impact a CLEC's ability to receive and process wholesale bills.	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	Systems 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.	Yes	Yes	Yes	Yes
BLG-6-1-2	References are provided to facilitate efficient usage of the documentation.	Yes	Yes	Yes	Yes
BLG-6-1-3	Style elements that facilitate document use are defined and consistently and effectively implemented.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-6-2-2	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to prepare and test for receipt of DUF files.	Yes	Yes	Yes	Yes
BLG-6-2-3	The BLS-provided billing documentation provides CLECs with an adequate understanding of steps necessary to receive and process the DUF.	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.	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.	Yes	Yes	Yes	Yes
BLG-6-3-1	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-6-3-2	Responsibilities and procedures for maintaining distribution lists and distributing documentation are clearly defined.	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.	Yes	Yes	Yes	Yes
BLG-6-3-4	Process includes procedures for accepting change requirements from all stakeholders.	Yes	Yes	Yes	Yes
BLG-6-3-5	The process includes procedures for change, version, and effective date management.	Yes	Yes	Yes	Yes
BLG-6-3-6	The process includes procedures to define documentation topical coverage (breadth and depth) requirements.	Yes	Yes	Yes	Yes
BLG-6-3-7	The process includes style (organization, format, etc.) guidance.	Yes	Yes	Yes	Yes
BLG-6-3-8	The process provides for independent Quality Assurance (QA) of coverage and style.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-6-3-9	The process provides independent validation of correctness.	Yes	Yes	Yes	Yes
BLG-6-3-10	The procedure provides for independent evaluation of usability.	Yes	Yes	Yes	Yes
BLG-6-3-11	DUF document production and distribution procedures are carried out in compliance with BLS documentation.	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.	Yes	Yes	Yes	Yes

Georgia Supplemental Test Plan (STP)

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	Systems 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.	Yes	Yes	Yes	Yes
PO&P-11-2-3	BLS systems and representatives provide required Resale order functionality.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-11-3-1a	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
PO&P-11-3-3a	BLS's EDI interface provides timely Partially Mechanized (PM) order clarifications (CLRs).	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

Criteria	Description	Systems 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-11-3-5a	BLS's EDI interface provides timely Non-Flow Through (NFT) Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes
PO&P-11-3-5b	BLS's TAG interface provides timely Non-Flow Through (NFT) Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes
PO&P-11-4-1	BLS systems and representatives provide clear, accurate, and complete pre-order responses.	Yes	Yes	Yes	Yes
PO&P-11-4-2	BLS systems and representatives provide clear, accurate, and complete pre-order error messages.	Yes	Yes	Yes	Yes
PO&P-11-4-6	BLS systems and representatives provide clear, accurate, and complete Completion Notifications (CNs).	Yes	Yes	Yes	Yes
PO&P-11-4-7	BLS service orders tracking systems (CSOTS) provide accurate LSR status.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-11-3-2a	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).	Yes	Yes	Yes	Yes
PO&P-11-4-3	BLS systems and representatives provide clear, accurate, and complete Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes
PO&P-11-4-4	BLS systems and representatives provide clear, accurate and complete order errors (ERRs)/clarifications (CLRs).	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

Criteria	Description	Systems 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-11-3-8	BLS's TAG and EDI interface provides Missed Appointment (MA) notifications within agreed upon standard intervals.	Yes	Yes	Yes	Yes
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	Systems 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.	Yes	Yes	Yes	Yes
PO&P-12-2-2	BLS's Representative provides required pre-order functionality for xDSL Loops.	Yes	Yes	Yes	Yes
PO&P-12-2-3	BLS's Representative provides required order functionality for xDSL product.	Yes	Yes	Yes	Yes
PO&P-12-3-1	BLS's Representative provides pre-order rejections/clarifications (CLRs) within agreed upon standard intervals.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-12-3-2	BLS's Representative provides Loop Make Up Service Inquiry Information (LMU-SI) within agreed upon intervals.	Yes	Yes	Yes	Yes
PO&P-12-3-3	BLS's Representative provides Acknowledgements for Service Requests (LSR/SIs) within agreed upon standard intervals.	Yes	Yes	Yes	Yes
PO&P-12-3-4	BLS's Representative provides order rejections/clarifications (CLRs) within agreed upon standard intervals.	Yes	Yes	Yes	Yes
PO&P-12-3-5	BLS's Representative provides Firm Order Confirmations (FOCs) within agreed upon standard intervals.	Yes	Yes	Yes	Yes
PO&P-12-3-8	BLS's Representative provides Order status updates within agreed upon standard intervals.	Yes	Yes	Yes	Yes
PO&P-12-4-1	BLS systems and representatives provide clear, accurate, and complete LMU-SI/LSR responses.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-12-4-2	BLS systems and representatives provide clear, accurate, and complete LMU-SI rejections/clarifications (CLR).	Yes	Yes	Yes	Yes
PO&P-12-4-3	BLS's Representative provides clear, accurate, and complete Firm Order Confirmations (FOCs).	Yes	Yes	Yes	Yes
PO&P-12-4-4	BLS's Representative provides clear, accurate and complete order LSR-SI rejections / clarifications.	Yes	Yes	Yes	Yes
PO&P-12-4-6	BLS provides status on order completion.	Yes	Yes	Yes	Yes
PO&P-12-2-1	BLS's Representative provides expected responses.	Yes	Yes	Yes	Yes
PO&P-12-3-6	BLS's Representative provides Jeopardy Notifications within agreed upon standard intervals.	Yes	Yes	Yes	Yes
PO&P-12-3-7	BLS's Representative provides Missed Appointment (MA) notifications within agreed upon standard intervals.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-12-4-5	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).	Yes	Yes	Yes	Yes
PO&P-12-4-7	BLS's Representative returns clear, accurate, and complete Jeopardy Notifications.	Yes	Yes	Yes	Yes
PO&P-12-4-8	BLS's Representative provides clear, accurate, and complete Missed Appointment notifications.	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	Systems 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.	Yes	Yes	Yes	Yes
PO&P-13-1-2	ADSL coordinated provisioning procedures are conducted in accordance with stated timing intervals.	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.	Yes	Yes	Yes	Yes
PO&P-13-3-1	A complete (e.g. beginning-to-end) description of the ADSL Jeopardy Notification process is defined.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-13-4-1	Provisioning activity occurs on the date confirmed to the CLEC.	Yes	Yes	Yes	Yes
PO&P-13-4-4	Provisioning was completed accurately for orders placed in PO&P-11 EDI & TAG Resale Functional Evaluation-Customer Service Record (CSR) Validation.	Yes	Yes	Yes	Yes
PO&P-13-3-2	ADSL provisioning Jeopardy Notifications are returned in adherence to stated timing intervals.	Yes	Yes	Yes	Yes
PO&P-13-3-3	ADSL provisioning Jeopardy Notifications are returned with accurate field entries.	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.	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.	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	Systems 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.	Yes	Yes	Yes	Yes
PO&P-14-1-2	BLS makes updates to documents readily available to the CLECs.	Yes	Yes	Yes	Yes
PO&P-14-1-3	Training is available for use of documentation.	Yes	Yes	Yes	Yes
PO&P-14-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	Yes	Yes	Yes	Yes
PO&P-14-1-5	Responsibilities and procedures for distributing documentation are clearly defined.	Yes	Yes	Yes	Yes
PO&P-14-2-1	Document version is indicated clearly within and throughout each document.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-14-2-2	BLS document organization is consistent with its intended use.	Yes	Yes	Yes	Yes
PO&P-14-2-3	BLS documents contain information that is relevant to its intended audience.	Yes	Yes	Yes	Yes
PO&P-14-2-4	BLS documents contain table of contents.	Yes	Yes	Yes	Yes
PO&P-14-2-5	BLS documents are logically organized with clear page numbering and section labeling.	Yes	Yes	Yes	Yes
PO&P-14-2-6	BLS documents contain contact/help desk numbers.	Yes	Yes	Yes	Yes
PO&P-14-2-7	BLS documents clearly indicate purpose and scope.	Yes	Yes	Yes	Yes
PO&P-14-2-8	Cross-references are clearly stated directing readers to relevant sources of additional information.	Yes	Yes	Yes	Yes
PO&P-14-2-9	BLS documents clearly instruct users how to notify BLS of document errors and omissions.	Yes	Yes	Yes	Yes
PO&P-14-3-1	BLS documents provide description of all error messages and potential steps for resolution.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-14-3-2	BLS documents clearly identify inputs/outputs of the specific processes.	Yes	Yes	Yes	Yes
PO&P-14-3-3	BLS documents include expected results of process and cycle times.	Yes	Yes	Yes	Yes
PO&P-14-4-1	BLS documents correctly define data fields.	Yes	Yes	Yes	Yes
PO&P-14-4-2	BLS documents accurately define acceptable formats for data fields.	Yes	Yes	Yes	Yes
PO&P-14-4-3	BLS documents clearly identify required and optional fields.	Yes	Yes	Yes	Yes
PO&P-14-4-4	BLS documents clearly describe expected system responses/outputs.	Yes	Yes	Yes	Yes
PO&P-14-4-5	BLS documents contain methods and procedures to correctly execute processes.	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	Systems 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.	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	Systems 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
- Workflow scheduling
- Facility administration
- Service activation
- Test and acceptance
- Exception handling
- Completion notices

Criteria	Description	Systems 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
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

Criteria	Description	Systems 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-16-1-3	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
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	Systems 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
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

Criteria	Description	Systems 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-16-1-15	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
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

Maintenance & Repair (M&R)

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	Systems 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.	Yes	Yes	Yes	Yes
M&R-11-1-2	BLS M&R systems accurately capture relevant data and performance.	Yes	Yes	Yes	Yes
M&R-11-1-3	BLS provides commitment date and time when logging a trouble call.	Yes	Yes	Yes	Yes
M&R-11-1-4	Technicians close the trouble ticket using correct codes.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-11-1-5	Closed trouble tickets were called in by technicians.	Yes	Yes	Yes	Yes
M&R-11-1-6	BLS has a documented escalation process for xDSL service.	Yes	Yes	Yes	Yes
M&R-11-1-7	BLS follows documented processes for logging, tracking, and reporting of trouble tickets.	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	Systems 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.	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.	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.	Yes	Yes	Yes	Yes
M&R-12-1-4	The user is able to create a subsequent report using TAFI and receive a satisfactory response.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-12-1-6	The user is able to enter and retrieve trouble reports from the queue in TAFI and receive a satisfactory response.	Yes	Yes	Yes	Yes
M&R-12-1-7	The user is able to execute supervisor functions within TAFI and receive a satisfactory response.	Yes	Yes	Yes	Yes
M&R-12-1-8	The user is able to close a trouble report using TAFI and receive a satisfactory response.	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.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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.	Yes	Yes	Yes	Yes
M&R-12-1-14	The user is able to obtain Predictor results using TAFI and receive a satisfactory response.	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.	Yes	Yes	Yes	Yes
M&R-12-1-16	The user is able to view SOCS pending order information using TAFI and receive a satisfactory response.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-12-1-18	The user is able to retrieve trouble history using TAFI and receive a satisfactory response.	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
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

Criteria	Description	Systems 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-12-2-7	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
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

Criteria	Description	Systems 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-12-3-7	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
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

Criteria	Description	Systems 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-12-3-16	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	Systems 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
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

Criteria	Description	Systems 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-13-1-6	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
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

Criteria	Description	Systems 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-13-2-6	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

Billing (BLG)

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	Systems 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.	Yes	Yes	Yes	Yes
BLG-7-1-2	The appropriate data appear on the page headers per BLS's documentation.	Yes	Yes	Yes	Yes
BLG-7-1-3	The appropriate data appear on the Remittance page per BLS's documentation.	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

Criteria	Description	Systems 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-7-1-7	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
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

Criteria	Description	Systems 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-7-1-14	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
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	Systems 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
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	Systems 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.	Yes	Yes	Yes	Yes
CM-2-1-2	The release process included provisions for allowing and incorporating input from customers.	Yes	Yes	Yes	Yes
CM-2-1-3	Initial interface specifications, which defined applicable business rules, data formats and definitions, and transmission protocols, were made available to customers.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
CM-2-1-5	Accurate and complete revision summary documentation was provided to customers.	Yes	Yes	Yes	Yes
CM-2-1-6	Functioning testing environments were made available to customers for all supported interfaces.	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
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).	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes

Performance Metrics Review (PMR)

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

This section provides a summary of the PMR-1: Data Collection and Storage Verification and Validation Review.

1.1 Objective

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	Systems 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.	Yes	Yes	Yes	Yes
PMR1-1-2	BLS has well-identified points of data collection	Yes	Yes	Yes	Yes
PMR1-1-3	BLS has tools in place that enable it to collect data in an adequate and scalable manner.	Yes	Yes	Yes	Yes
PMR1-1-4	BLS has adequate and complete internal controls for its data collection processes.	Yes	Yes	Yes	Yes
PMR1-2-2	BLS is able to identify the storage sites for the data used in metrics calculations.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR1-2-3	BLS has tools in place that enable it to store data in an adequate fashion and scale.	Yes	Yes	Yes	Yes
PMR1-2-4	BLS has internal controls in place that assure that data stored accurately reflect data that was collected.	Yes	Yes	Yes	Yes
PMR1-2-1	BLS has adequate and complete data collection policies and procedures.	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	Systems 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.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-1-4	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.	Yes	Yes	Yes	Yes
PMR2-2-1	The definition is complete and agrees with the name of the SQM - Pre Ordering OSS Interface Availability.	Yes	Yes	Yes	Yes
PMR2-2-2	The stated calculation is complete, logical, and consistent with the definition - Pre-Ordering OSS Interface Availability.	Yes	Yes	Yes	Yes
PMR2-3-1	The definition is complete and agrees with the name of the SQM - Ordering - Percent Rejected Service Requests.	Yes	Yes	Yes	Yes
PMR2-3-2	The stated calculation is complete, logical, and consistent with the definition - Ordering - Percent Rejected Service Requests.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-3-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Percent Rejected Service Requests.	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.	Yes	Yes	Yes	Yes
PMR2-4-1	The definition is complete and agrees with the name of the SQM - Ordering - Reject Interval.	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.	Yes	Yes	Yes	Yes
PMR2-5-1	The definition is complete and agrees with the name of the SQM - Ordering - Firm Order Confirmation Timeliness.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-5-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Ordering – Firm Order Confirmation Timeliness.	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.	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.	Yes	Yes	Yes	Yes
PMR2-6-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Ordering – Speed of Answer in Ordering Center.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-7-1	The definition is complete and agrees with the name of the SQM - Provisioning - Mean Held Order Interval & Distribution Intervals.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
PMR2-9-1	The definition is complete and agrees with the name of the SQM - Provisioning - Percent Missed Installation Appointments.	Yes	Yes	Yes	Yes
PMR2-9-2	The stated calculation is complete, logical, and consistent with the definition - Provisioning - Percent Missed Installation Appointments.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-9-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Provisioning - Percent Missed Installation Appointments.	Yes	Yes	Yes	Yes
PMR2-10-1	The definition is complete and agrees with the name of the SQM - Provisioning - Average Completion Interval Order Completion Interval Distribution.	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.	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.	Yes	Yes	Yes	Yes

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

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

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-12-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Provisioning - Coordinated Customer Conversions.	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.	Yes	Yes	Yes	Yes
PMR2-13-2	The stated calculation is complete, logical, and consistent with the definition - Provisioning - Percent Troubles within 30 days.	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.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-14-1	The definition is complete and agrees with the name of the SQM – Provisioning – Total Service Order Cycle Time.	Yes	Yes	Yes	Yes
PMR2-14-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Total Service Order Cycle Time.	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.	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.	Yes	Yes	Yes	Yes
PMR2-15-1	The definition is complete and agrees with the name of the SQM – Provisioning – Service Order Accuracy.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	Yes	Yes	Yes	Yes
PMR2-15-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Service Order Accuracy.	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.	Yes	Yes	Yes	Yes
PMR2-16-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – Missed Repair Appointments.	Yes	Yes	Yes	Yes
PMR2-16-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – Missed Repair Appointments.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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.	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.	Yes	Yes	Yes	Yes
PMR2-17-2	The stated calculation is complete, logical, and consistent with the definition - Maintenance & Repair - Customer Trouble Report Rate.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-17-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Maintenance & Repair - Customer Trouble Report Rate.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes
PMR2-18-1	The definition is complete and agrees with the name of the SQM - Maintenance & Repair - Maintenance Average Duration.	Yes	Yes	Yes	Yes
PMR2-18-2	The stated calculation is complete, logical, and consistent with the definition - Maintenance & Repair - Maintenance Average Duration.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-18-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Maintenance & Repair - Maintenance Average Duration.	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.	Yes	Yes	Yes	Yes
PMR2-19-1	The definition is complete and agrees with the name of the SQM - Maintenance & Repair - Percent Repeat Troubles Within 30 Days.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-19-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Maintenance & Repair - Percent Repeat Troubles Within 30 Days.	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.	Yes	Yes	Yes	Yes
PMR2-20-2	The stated calculation is complete, logical, and consistent with the definition - Maintenance & Repair - Out of Service > 24 hours.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-21-1	The definition is complete and agrees with the name of the SQM - Maintenance & Repair - OSS Interface Availability.	Yes	Yes	Yes	Yes
PMR2-21-2	The stated calculation is complete, logical, and consistent with the definition - Maintenance & Repair - OSS Interface Availability.	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.	Yes	Yes	Yes	Yes
PMR2-22-2	The stated calculation is complete, logical, and consistent with the definition - Maintenance & Repair - OSS Response Interval and Percentages.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-22-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Maintenance & Repair - OSS Response Interval and Percentages.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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.	Yes	Yes	Yes	Yes
PMR2-24-1	The definition is complete and agrees with the name of the SQM - Billing - Invoice Accuracy.	Yes	Yes	Yes	Yes
PMR2-24-2	The stated calculation is complete, logical, and consistent with the definition - Billing - Invoice Accuracy.	Yes	Yes	Yes	Yes
PMR2-24-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Billing - Invoice Accuracy.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-24-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Billing – Invoice Accuracy.	Yes	Yes	Yes	Yes
PMR2-25-1	The definition is complete and agrees with the name of the SQM – Billing – Mean Time to Deliver Invoices.	Yes	Yes	Yes	Yes
PMR2-25-2	The stated calculation is complete, logical, and consistent with the definition – Billing – Mean Time to Deliver Invoices.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-26-1	The definition is complete and agrees with the name of the SQM - Billing - Usage Data Delivery Accuracy.	Yes	Yes	Yes	Yes
PMR2-26-2	The stated calculation is complete, logical, and consistent with the definition - Billing - Usage Data Delivery Accuracy.	Yes	Yes	Yes	Yes
PMR2-26-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Billing - Usage Data Delivery Accuracy.	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.	Yes	Yes	Yes	Yes
PMR2-27-1	The definition is complete and agrees with the name of the SQM - Billing - Usage Data Delivery Completeness.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-27-2	The stated calculation is complete, logical, and consistent with the definition - Billing - Usage Data Delivery Completeness.	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.	Yes	Yes	Yes	Yes
PMR2-27-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Billing - Usage Data Delivery Completeness.	Yes	Yes	Yes	Yes
PMR2-28-1	The definition is complete and agrees with the name of the SQM - Billing - Usage Data Delivery Timeliness.	Yes	Yes	Yes	Yes
PMR2-28-2	The stated calculation is complete, logical, and consistent with the definition - Billing - Usage Data Delivery Timeliness.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-28-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Billing - Usage Data Delivery Timeliness.	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.	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.	Yes	Yes	Yes	Yes
PMR2-29-2	The stated calculation is complete, logical, and consistent with the definition - Billing - Mean Time to Deliver Usage.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-29-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Billing - Mean Time to Deliver Usage.	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).	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).	Yes	Yes	Yes	Yes
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).	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-31-4	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).	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).	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).	Yes	Yes	Yes	Yes
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).	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-32-4	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).	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).	Yes	Yes	Yes	Yes
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).	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).	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-33-4	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).	Yes	Yes	Yes	Yes
PMR2-34-1	The definition is complete and agrees with the name of the SQM - E911 Timeliness.	Yes	Yes	Yes	Yes
PMR2-34-2	The stated calculation is complete, logical, and consistent with the definition - E911 Timeliness.	Yes	Yes	Yes	Yes
PMR2-34-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - E911 Timeliness.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-35-1	The definition is complete and agrees with the name of the SQM - E911 Accuracy.	Yes	Yes	Yes	Yes
PMR2-35-2	The stated calculation is complete, logical, and consistent with the definition - E911 Accuracy.	Yes	Yes	Yes	Yes
PMR2-35-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - E911 Accuracy.	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.	Yes	Yes	Yes	Yes
PMR2-36-1	The definition is complete and agrees with the name of the SQM - E911 Mean Interval.	Yes	Yes	Yes	Yes
PMR2-36-2	The stated calculation is complete, logical, and consistent with the definition - E911 Mean Interval.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-36-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - E911 Mean Interval.	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.	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.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-38-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Trunk Group Performance - Trunk Group Service Detail.	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.	Yes	Yes	Yes	Yes
PMR2-39-1	The definition is complete and agrees with the name of the SQM - Trunk Group Performance - Aggregate.	Yes	Yes	Yes	Yes
PMR2-39-2	The stated calculation is complete, logical, and consistent with the definition - Trunk Group Performance - Aggregate.	Yes	Yes	Yes	Yes
PMR2-39-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Trunk Group Performance - Aggregate.	Yes	Yes	Yes	Yes

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

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-41-1	The definition is complete and agrees with the name of the SQM - Collocation - Average Response Time.	Yes	Yes	Yes	Yes
PMR2-41-2	The stated calculation is complete, logical, and consistent with the definition - Collocation - Average Response Time.	Yes	Yes	Yes	Yes
PMR2-41-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Collocation - Average Response Time.	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.	Yes	Yes	Yes	Yes
PMR2-42-1	The definition is complete and agrees with the name of the SQM - Collocation - Average Arrangement Time.	Yes	Yes	Yes	Yes
PMR2-42-2	The stated calculation is complete, logical, and consistent with the definition - Collocation - Average Arrangement Time.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-42-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Collocation - Average Arrangement Time.	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.	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.	Yes	Yes	Yes	Yes
PMR2-43-2	The stated calculation is complete, logical, and consistent with the definition - Collocation - Percent of Due Dates Missed.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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.	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.	Yes	Yes	Yes	Yes
PMR2-4-2	The stated calculation is complete, logical, and consistent with the definition – Ordering – Reject Interval.	Yes	Yes	Yes	Yes
PMR2-4-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Ordering – Reject Interval.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR2-5-2	The stated calculation is complete, logical, and consistent with the definition – Ordering – Firm Order Confirmation Timeliness.	Yes	Yes	Yes	Yes
PMR2-5-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Ordering – Firm Order Confirmation Timeliness.	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	Systems 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.	Yes	Yes	Yes	Yes
PMR3-1-2	The methods and approaches used by BLS to evaluate change proposals are complete and consistent.	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.	Yes	Yes	Yes	Yes
PMR3-1-6	BLS's process for tracking changes is adequate and complete.	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	Systems 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.	Yes	Yes	Yes	Yes
PMR4-2-1	The selected raw data and the corresponding early-stage data agree - Pre-Ordering - OSS Interface Availability.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-6-2	All of the selected early-stage data were accounted for in the raw data - Ordering - Speed of Answer in Ordering Center.	Yes	Yes	Yes	Yes
PMR4-7-1	The selected raw data and the corresponding early-stage data agree - Provisioning - Mean Held Order Interval and Distribution Intervals.	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.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-9-1	The selected raw data and the corresponding early-stage data agree - Provisioning - Percent Missed Installation Appointments.	Yes	Yes	Yes	Yes
PMR4-9-2	All of the selected early-stage data were accounted for in the raw data - Provisioning - Percent Missed Installation Appointments.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-11-1	The selected raw data and the corresponding early-stage data agree - Provisioning - Average Completion Notice Interval.	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.	Yes	Yes	Yes	Yes
PMR4-12-1	The selected raw data and the corresponding early-stage data agree - Provisioning - Coordinated Customer Conversions.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used In GA	Systems Processes & Procedures Used In FL	Systems Processes & Procedures Used In TN	Systems Processes & Procedures Significant to TN Competition
PMR4-14-1	The selected raw data and the corresponding early-stage data agree - Provisioning - Total Service Order Cycle Time.	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.	Yes	Yes	Yes	Yes
PMR4-15-1	The selected raw data and the corresponding early-stage data agree - Provisioning - Service Order Accuracy.	Yes	Yes	Yes	Yes
PMR4-15-2	All of the selected early-stage data were accounted for in the raw data - Provisioning - Service Order Accuracy.	Yes	Yes	Yes	Yes
PMR4-16-1	The selected raw data and the corresponding early-stage data agree - Maintenance & Repair - Missed Repair Appointments.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-17-1	The selected raw data and the corresponding early-stage data agree - Maintenance & Repair - Customer Trouble Report Rate.	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.	Yes	Yes	Yes	Yes
PMR4-18-1	The selected raw data and the corresponding early-stage data agree - Maintenance & Repair - Maintenance Average Duration.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-22-2	All of the selected early-stage data were accounted for in the raw data - Maintenance & Repair - OSS Response Interval & Percentages.	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.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes
PMR4-24-1	The selected raw data and the corresponding early-stage data agree - Billing - Invoice Accuracy.	Yes	Yes	Yes	Yes
PMR4-24-2	All of the selected early-stage data were accounted for in the raw data - Billing - Invoice Accuracy.	Yes	Yes	Yes	Yes
PMR4-25-1	The selected raw data and the corresponding early-stage data agree - Billing - Mean Time to Deliver Invoices.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-25-2	All of the selected early-stage data were accounted for in the raw data – Billing – Mean Time to Deliver Invoices.	Yes	Yes	Yes	Yes
PMR4-26-1	The selected raw data and the corresponding early-stage data agree – Billing – Usage Data Deliver Accuracy.	Yes	Yes	Yes	Yes
PMR4-26-2	All of the selected early-stage data were accounted for in the raw data – Billing – Usage Data Deliver Accuracy.	Yes	Yes	Yes	Yes
PMR4-27-1	The selected raw data and the corresponding early-stage data agree – Billing – Usage Data Delivery Completeness.	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.	Yes	Yes	Yes	Yes
PMR4-28-1	The selected raw data and the corresponding early-stage data agree – Billing – Usage Data Delivery Timeliness.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-31-1	The selected raw data and the corresponding early-stage data agree - Operator Services (Toll) and Directory Assistance - Percent Answered within "X" Seconds (Toll).	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).	Yes	Yes	Yes	Yes
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).	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).	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-33-1	The selected raw data and the corresponding early-stage data agree - Operator Services (Toll) and Directory Assistance - Percent Answered within "X" Seconds (DA).	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).	Yes	Yes	Yes	Yes
PMR4-34-1	The selected raw data and the corresponding early-stage data agree - E911 Timeliness.	Yes	Yes	Yes	Yes
PMR4-34-2	All of the selected early-stage data were accounted for in the raw data - E911 Timeliness.	Yes	Yes	Yes	Yes
PMR4-35-1	The selected raw data and the corresponding early-stage data agree - E911 Accuracy.	Yes	Yes	Yes	Yes
PMR4-35-2	All of the selected early-stage data were accounted for in the raw data - E911 Accuracy.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-36-1	The selected raw data and the corresponding early-stage data agree - E911 Mean Interval.	Yes	Yes	Yes	Yes
PMR4-36-2	All of the selected early-stage data were accounted for in the raw data - E911 Mean Interval.	Yes	Yes	Yes	Yes
PMR4-37-1	The selected raw data and the corresponding early-stage data agree - Trunk Group Performance - Aggregate.	Yes	Yes	Yes	Yes
PMR4-37-2	All of the selected early-stage data were accounted for in the raw data - Trunk Group Performance - Aggregate.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-40-1	The selected raw data and the corresponding early-stage data agree - Collocation - Average Response Time.	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.	Yes	Yes	Yes	Yes
PMR4-41-1	The selected raw data and the corresponding early-stage data agree - Collocation - Average Arrangement Time.	Yes	Yes	Yes	Yes
PMR4-41-2	All of the selected early-stage data were accounted for in the raw data - Collocation - Average Arrangement Time.	Yes	Yes	Yes	Yes
PMR4-42-1	The selected raw data and the corresponding early-stage data agree - Collocation - Percent of Due Dates Missed.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-43-1	BLS's data transfer processes are adequate and complete.	Yes	Yes	Yes	Yes
PMR4-44-1	The internal controls on data transfer processes are adequate and complete.	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.	Yes	Yes	Yes	Yes
PMR4-3-1	The selected raw data and the corresponding early-stage data agree - Ordering - Percent Rejected Service Requests.	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.	Yes	Yes	Yes	Yes
PMR4-4-1	The selected raw data and the corresponding early-stage data agree - Ordering - Reject Interval.	Yes	Yes	Yes	Yes
PMR4-4-2	All of the selected early-stage data were accounted for in the raw data - Ordering - Reject Interval.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR4-5-1	The selected raw data and the corresponding early-stage data agree - Ordering - Firm Order Confirmation Timeliness.	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.	Yes	Yes	Yes	Yes
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.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.				
PMR-5-4-1	BLS reports are correctly disaggregated and complete - Ordering - Speed of Answer in Ordering Center.				
PMR-5-4-2	KCI-calculated SQM values agree with BLS-reported SQM values - Ordering - Speed of Answer in Ordering Center.				
PMR-5-5-1	BLS reports are correctly disaggregated and complete - Provisioning - Mean Held Order Interval and Distribution Intervals.				
PMR-5-5-2	KCI-calculated SQM values agree with BLS-reported SQM values - Provisioning - Mean Held Order Interval and Distribution Intervals.				

Criteria	Description	Systems 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-5-8-2	KCI-calculated SQM values agree with BLS-reported SQM values - Provisioning - Average Completion Interval/Order Completion Interval Distribution.				
PMR-5-9-1	BLS reports are correctly disaggregated and complete - Provisioning - Average Completion Notice Interval.				
PMR-5-9-2	KCI-calculated SQM values agree with BLS-reported SQM values - Provisioning - Average Completion Notice Interval.				
PMR-5-10-1	BLS reports are correctly disaggregated and complete - Provisioning - Coordinated Customer Conversions.				
PMR-5-10-2	KCI-calculated SQM values agree with BLS-reported SQM values - Provisioning - Coordinated Customer Conversions.				

Criteria	Description	Systems 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-5-14-2	KCI-calculated SQM values agree with BLS-reported SQM values - Maintenance & Repair - Customer Trouble Report Rate.	Yes	Yes	Yes	Yes
PMR-5-15-1	BLS reports are correctly disaggregated and complete - Maintenance & Repair - Maintenance Average Duration.	Yes	Yes	Yes	Yes
PMR-5-15-2	KCI-calculated SQM values agree with BLS-reported SQM values - Maintenance & Repair - Maintenance Average Duration.	Yes	Yes	Yes	Yes
PMR-5-16-1	BLS reports are correctly disaggregated and complete - Maintenance & Repair - Percent Repeat Troubles within 30 days.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-5-17-1	BLS reports are correctly disaggregated and complete - Maintenance & Repair - Out of Service > 24 hours.				
PMR-5-17-2	KCI-calculated SQM values agree with BLS-reported SQM values - Maintenance & Repair - Out of Service > 24 hours.				
PMR-5-18-1	BLS reports are correctly disaggregated and complete - Billing - Invoice Accuracy.				
PMR-5-18-2	KCI-calculated SQM values agree with BLS-reported SQM values - Billing - Invoice Accuracy.				
PMR-5-19-1	BLS reports are correctly disaggregated and complete - Billing - Mean Time to Deliver Invoices.				
PMR-5-19-2	KCI-calculated SQM values agree with BLS-reported SQM values - Billing - Mean Time to Deliver Invoices.				
PMR-5-20-1	BLS reports are correctly disaggregated and complete - Billing - Usage Data Delivery Accuracy.				

Criteria	Description	Systems 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-5-20-2	KCI-calculated SQM values agree with BLS-reported SQM values - Billing - Usage Data Delivery Accuracy.				
PMR-5-21-1	BLS reports are correctly disaggregated and complete - Billing - Usage Data Delivery Completeness.				
PMR-5-21-2	KCI-calculated SQM values agree with BLS-reported SQM values - Billing - Usage Data Delivery Completeness.				
PMR-5-22-1	BLS reports are correctly disaggregated and complete - Billing - Usage Data Delivery Timeliness.				
PMR-5-22-2	KCI-calculated SQM values agree with BLS-reported SQM values - Billing - Usage Data Delivery Timeliness.				
PMR-5-23-1	BLS reports are correctly disaggregated and complete - Billing - Mean Time to Deliver Usage.				

Criteria	Description	Systems 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-5-23-2	KCI-calculated SQM values agree with BLS-reported SQM values - Billing - Mean Time to Deliver Usage.				
PMR-5-24-1	BLS reports are correctly disaggregated and complete - Operator Services (Toll) and Directory Assistance - Average Speed to Answer (Toll).				
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).				
PMR-5-25-1	BLS reports are correctly disaggregated and complete - Operator Services (Toll) and Directory Assistance - Percent Answered within "X" Seconds-(Toll).				

Criteria	Description	Systems 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-5-25-2	KCI-calculated SQM values agree with BLS-reported SQM values - Operator Services (Toll) and Directory Assistance - Percent Answered within "X" Seconds-(Toll).				
PMR-5-26-1	BLS reports are correctly disaggregated and complete - Operator Services (Toll) and Directory Assistance - Average Speed to Answer (Directory Assistance).				
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).				
PMR-5-27-1	BLS reports are correctly disaggregated and complete - Operator Services (Toll) and Directory Assistance - Percent Answered within "X" Seconds (Directory Assistance).				

Criteria	Description	Systems 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-5-27-2	KCI-calculated SQM values agree with BLS-reported SQM values - Operator Services (Toll) and Directory Assistance - Percent Answered within "X" Seconds (Directory Assistance).				
PMR-5-28-1	BLS reports are correctly disaggregated and complete - E911 - Timeliness.				
PMR-5-28-2	KCI-calculated SQM values agree with BLS-reported SQM values - E911 - Timeliness.				
PMR-5-29-1	BLS reports are correctly disaggregated and complete - E911 - Accuracy.				
PMR-5-29-2	KCI-calculated SQM values agree with BLS-reported SQM values - E911 - Accuracy.				
PMR-5-30-1	BLS reports are correctly disaggregated and complete - E911 - Mean Interval.				
PMR-5-30-2	KCI-calculated SQM values agree with BLS-reported SQM values - E911 - Mean Interval.				

Criteria	Description	Systems 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-5-31-1	BLS reports are correctly disaggregated and complete - Trunk Group Performance - Aggregate.				
PMR-5-31-2	KCI-calculated SQM values agree with BLS-reported SQM values - Trunk Group Performance - Aggregate.				
PMR-5-32-1	BLS reports are correctly disaggregated and complete - Trunk Group Performance - Trunk Group Service Report.				
PMR-5-32-2	KCI-calculated SQM values agree with BLS-reported SQM values - Trunk Group Performance - Trunk Group Service Report.				
PMR-5-33-1	BLS reports are correctly disaggregated and complete - Trunk Group Performance - Trunk Group Service Detail.				
PMR-5-33-2	KCI-calculated SQM values agree with BLS-reported SQM values - Trunk Group Performance - Trunk Group Service Detail.				

Criteria	Description	Systems 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-5-34-1	BLS reports are correctly disaggregated and complete - Collocation - Average Response Time.				
PMR-5-34-2	KCI-calculated SQM values agree with BLS-reported SQM values - Collocation - Average Response Time.				
PMR-5-35-1	BLS reports are correctly disaggregated and complete - Collocation - Average Arrangement Time.				
PMR-5-35-2	KCI-calculated SQM values agree with BLS-reported SQM values - Collocation - Average Arrangement Time.				
PMR-5-36-1	BLS reports are correctly disaggregated and complete - Collocation - Percent of Due Dates Missed.				
PMR-5-36-2	KCI-calculated SQM values agree with BLS-reported SQM values - Collocation - Percent of Due Dates Missed.				

Criteria	Description	Systems 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-5-11-2	KCI-calculated SQM values agree with BLS-reported SQM values - Provisioning - Percent Provisioning Troubles within 30 days of Service Order Activity.				

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	Systems 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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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.	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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems Processes & Procedures Used in GA	Systems Processes & Procedures Used in FL	Systems Processes & Procedures Used in TN	Systems Processes & Procedures Significant to TN Competition
PMR6-2-1	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for UNE ordering.	Yes	Yes	Yes	Yes
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.	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.	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.	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	Systems 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.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-1-3	Values of BLS generated flow-through percentages for the target months are accurate and can be independently verified by KCI.	Yes	Yes	Yes	Yes
FT-1-1-4	BLS personnel can explain and resolve any discrepancies between values reported by BLS and values calculated by KCI.	Yes	Yes	Yes	Yes
FT-1-1-5	Work papers used in creating the monthly Flow-Through Reports are available and maintained.	Yes	Yes	Yes	Yes
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.	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.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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.	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.	Yes	Yes	Yes	Yes
FT-1-3-10	The samples of BLS and CLEC caused fallout LSRs reviewed are properly categorized.	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.	Yes	Yes	Yes	Yes
FT-1-4-12	The CLECs have sufficient information to verify the monthly percentage Flow-Through Reports.	Yes	Yes	Yes	Yes

Criteria	Description	Systems 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-1-5-13	LSRs submitted during the testing process are properly categorized for Flow-Through Reporting.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes