Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
BellSouth Provisioned Service	BellSouth provisioning methods and procedures	Procedural Adherence	O&P-5-2-4, O&P-5-3-1, O&P-5-3-2, O&P-5-3-3, O&P-5-3-4, O&P-5-3-5, O&P-5-3-6,

2.4 *Data Sources*

The data collected for the test are summarized in the table below. The data analyzed for this report include test results collected through January 2, 2001.

Table V-5.2: Data Sources for Provisioning Verification Test

Document	File Name	Location in Work Papers	Source
UNEC/CLEC Timing for Acceptance, MARCH input, and Completion Policy JA-UCTA-001 Issue 1, October, 1999	No Electronic Copy	O&P-5-A-2	BLS
SD/MA Policy Interconnection Services UG-SDMA-001 Issue 2a, September, 1999	No Electronic Copy	O&P-5-A-3	BLS
Central Office Unbundled Local Loops Provisioning Job Aid – September 24, 1999	No Electronic Copy	O&P-5-A-4	BLS
UNE Specific Work Instructions	No Electronic Copy	O&P-5-A-5	BLS
BellSouth Practices BellSouth Telecommunications Standard Unbundled Local Loops (ULL) Section 660-230-338 Draft Issue March 18, 1999	No Electronic Copy	O&P-5-A-6	BLS
UNE Turn-Up Designed Inside Cut Only Conversion Order – Interconnection Services UTDIC001 1b, August, 1999	No Electronic Copy	O&P-5-A-7	BLS
UNE Turn Up- Non-Designed Inside Cut Only Conversion UNE UTNIC001, August, 1999	No Electronic Copy	O&P-5-A-8	BLS
Screening – Designed Provisioning U-SDPR001 1c, September 10, 1999	No Electronic Copy	O&P-5-A-9	BLS
Screening – Non-Designed Provisioning UNE USNDP001 1c, October, 1999	No Electronic Copy	O&P-5-A-10	BLS

Document	File Name	Location in Work Papers	Source
UNE- Ports & Combos Interconnections Services UG-ULSP-001 Issue 3c, September, 1999	No Electronic Copy	O&P-5-A-11	BLS
Network & Carrier Services - Non-Designed, Non-Coordinated, UBL SL1 with LNP	No Electronic Copy	O&P-5-A-12	BLS
BellSouth Interconnections Services Business Process and Performance Measurement Analysis September 3, 1999	No Electronic Copy	O&P-5-B-1	BLS
Provisioning Verification Benchmarks	No Electronic Copy	O&P-5-A-13	KCI
KCI Provisioning Tracking Sheet	No Electronic Copy	O&P-5-A-14	KCI
BellSouth SL1 Unbundled Loops Central Office Operations	No Electronic Copy	O&P-5-A-15	
Interview Summaries	No Electronic Copy	O&P-5-A-16	KCI/BLS
Interview Reports - LCSC, UNE Center, Recent Change Management Administratin Group (RCMAG)/ Address Facilities Inventory Group (AFIG), AT&T, NextLink	Disk 2 - GA O&P 5.2.0	O&P-5-A-1	KCI/BLS
BellSouth *Job Aid for CLEC Pending Facilities (PF) Report* August 16, 1999	No Electronic Copy	O&P-5-A-17	BLS
BellSouth Job Aid - Pending Order Status Required Action by CLECs	No Electronic Copy	O&P-5-A-18	BLS

2.4.1 Data Generation/Volumes

This test did not rely on data generation or volume testing. This test relied on the submission of order transactions across BellSouth's TAG and EDI interfaces and observations of BellSouth provisioning personnel.

2.5 Evaluation Methods

Operational analysis techniques were used to evaluate BellSouth systems and processes. Selected test instances utilized in pre-order and order functional testing were verified for provisioning accuracy and coordination.

The Provisioning Verification Test was conducted through post-order activity validation of Customer Service Records (CSRs), switch translation reports, and Central Office validation on a sample of accounts. Interviews were held with BellSouth-GA provisioning personnel and with CLECs that purchase UNEs from

BellSouth to provide a better understanding of the provisioning process from end-to-end. In addition, Loop "hot cuts" were observed for accuracy of provisioning as well as procedural adherence.

2.6 Analysis Methods

The Provisioning Verification Test included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provide the framework of norms, standards and guidelines for the Provisioning Verification Test.

The Georgia Public Service Commission voted on June 6, 2000 to approve a set of Service Quality Measurement- (SQM-) related measures and standards to be used for purposes of this evaluation[3]. For those evaluation criteria that do not map to the GPSC-approved measures, KCI has applied its own standard, based on our professional judgment.

For quantitative evaluation criteria where the test result did not meet or exceed the established standard or KCI benchmark, KCI conducted a review to determine whether the differential was statistically significant.

The data collected were analyzed employing the evaluation criteria referenced above.

3.0 Results Summary

This section identifies the evaluation criteria and test results.

3.1 Results & Analysis

The results of this test are presented in the table below. Definitions of evaluation criteria, possible results, and exceptions are provided in Section II. The results described below include analysis through January 2, 2001.

Table V-5.3: Evaluation Criteria and Results

Test Cross-Reference	Evaluation Criteria	Result	Comments
Provisioning Validation			
O&P-5-1-1	Provisioning activity occurs on the date and time (if applicable) confirmed to the CLEC.	Satisfied	Since there is no documented BLS standard for timeliness of provisioning, KCI applied a standard of 95% for provisioning timeliness.[4]

[3] On January 16, 2001, the GPSC issued an order requiring BellSouth to report for business purposes a set of measures that differs in some cases from the requirements of the June 6 test standards.

[4] KCI applied standards based on its professional judgment in the absence of 1) GPSC-approved standards or 2) documented BLS guidelines.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			KCI reviewed 308 orders that completed for timeliness of provisioning. Of these, 90% completed on the confirmed due date provided on the Firm Order Confirmation (FOC). (See Table V-5.4) KCI conducted retest activity for timeliness of provisioning. KCI reviewed 130 orders that completed. Of these, 95% completed on the confirmed due date provided on the FOC. (See Table V-5.4)
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.	Not Satisfied	Since there is no documented BLS standard for accuracy of provisioning, KCI applied a standard of 95% for provisioning accuracy for switch translations. KCI verified the provisioning activity for 315 lines that have gone to completion. Of these, 91% of lines were provisioned correctly. (See Table V-5.6) KCI conducted retest activity for accuracy of provisioning based on analysis of switch translations. KCI verified the provisioning activity for 89 lines that had gone to completion. Of these, 77 (87)% were provisioned correctly. (See Table V-5.7) KCI has recommended closure of Exception 76 to the GPSC, with results for this evaluation criterion remaining Not Satisfied. See Exception 76 for additional information on this issue.

Test Cross-Reference	Evaluation Criteria	Result	Comments
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.	Satisfied[5]	Since there is no documented BLS standard for accuracy of provisioning, KCI applied a standard of 95% for provisioning accuracy for CSRs. KCI verified the provisioning activity for 279 orders that went to completion. Of these, 65% of the orders were provisioned correctly. (See Table V-5.6) KCI conducted retest activity for accuracy of provisioning based on analysis of CSRs. KCI verified the provisioning activity for 72 orders that had gone to completion. Of these, 90% were provisioned correctly. (See Table V-5.7)
O&P-5-2-3	Coordinated Customer Conversions (Hot-Cuts) are completed on time by BLS technicians.	Satisifed[6]	The BLS Service Quality Measurements Plan - Provisioning - Report Measurement P-6A (revision date 7/00) applies a benchmark of 95% within + or - 15 minutes of the scheduled start time for coordinated customer conversions. KCI observed 63 actual coordinated customer conversions (Hot-Cuts) scheduled with Georgia CLECs. BLS completed 57 (90.4%) of the observed conversions within the specified interval. See Exceptions 82 and 106 for additional information on this issue. Exception 82 is closed. KCI has recommended closure of Exception 106 to the GPSC.

[5] Although the test percentage is below the benchmark of 95%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. In other words, the inherent variation in the process is large enough to have produced the substandard result, even with a process that is operating above the benchmark standard. The p-value, which indicates the chance of observing this result when the benchmark is being met, is 0.0682 , above the .0500 cut-off for a statistical conclusion of failure.

[6] Although the test percentage is below the benchmark of 95%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. In other words, the inherent variation in the process is large enough to have produced the substandard result, even with a process that is operating above the benchmark standard. The p-value, which indicates the chance of observing this result when the benchmark is being met, is 0. 0945 , above the .0500 cut-off for a statistical conclusion of failure.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-5-2-4	The coordinated provisioning procedures are practiced in the Central Office locations-Methods and Procedures.	Satisfied	Since there is no documented BLS standard for adherence to Methods and Procedures, KCI applied a standard of 85% adherence to specified methods and procedures. In total, KCI observed 1,377 tasks during loop conversions for adherence to Methods and Procedures. Of these, BLS performed 93% of the tasks without Methods and Procedure errors. Initally, KCI observed 220 tasks associated with coordinated loop conversions for which BLS's performance did not meet the target evaluation measures. On May 5, 2000, BLS modified its existing Methods and Procedures for loop conversions. Following release of the modified Methods and Procedures, KCI observed 1,157 tasks. Of these, BLS performed 97% of the tasks without Method and Procedures errors. See Exceptions 58 and 82 for additional information on this issue. Exceptions 58 and 82 are closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
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.	Satisfied[7]	Since there is no documented BLS standard for accuracy of provisioning of Directory Listings, KCI applied a standard of 95% for provisioning accuracy of Directory Listings. KCI verified 138 Directory Listing orders. Of the 138 orders tested, 88% provided correct directory information. (See Table V-5.6) KCI conducted retest activity for accuracy of provisioning based on analysis of the Directory Listing database. KCI verified the provisioning activity for 55 orders that had gone to completion. Of these, 91% of orders were provisioned correctly. (See Table-5.7) KCI has recommended closure of Exception 76 to the GPSC. See Exception 76 for additional information on this issue.
O&P-5-2-6	Jeopardy (Pending Facilities) Notifications provide complete information.	Satisfied	Seventeen Jeopardy (Pending Facilities) notifications[8] have been received by KCI. Of these, 11 were provided electronically, three were provided both electronically and via fax, and three were provided via fax only. Once the jeopardy notification is received, information regarding the status of the Pending Facilities (PF) order can be found on the CLECs personal Web pages (https://clec.bellsouth.com[9]) provided by BLS. This report includes details regarding the status of the facilities in

[7] Although the test percentage is below the benchmark of 95%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. In other words, the inherent variation in the process is large enough to have produced the substandard result, even with a process that is operating above the benchmark standard. The p-value, which indicates the chance of observing this result when the benchmark is being met, is 0. 1397 , above the .0500 cutoff for a statistical conclusion of failure.

[8] Please see O&P-1 and O&P-2 results for additional information regarding Jeopardy Notification completeness.

[9] This is a secure Web site requiring passwords which are obtained through the BellSouth account team representatives.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			addition to estimated completion date[10] (ECD) and estimated service date[11] (ESD) provide by BLS. Information regarding the order is provided on the CLEC Web page while the order remains in PF status. KCI did not observe the Web page prior to orders being removed from PF status. KCI evaluated orders placed into Pending Facilities status during retest activity. Information regarding status of order was found on the CLEC Web page while the order remained in PF status.
O&P-5-2-7	Design Layout Records are provided for SL2 (Design) Loops.	Satisfied	From December 10, 1999 through April 30, 2000, BLS did not provide Design Layout Records (DLR) for SL2 Loops to KCI, as required in BLS internal procedures. On May 1, 2000, BLS began providing KCI with DLRs on SL2 loops. Additionally, BLS has now provided KCI with the DLRs that were not previously received.
Methods and Procedures			
O&P-5-3-1	Procedures in the coordination process are in place.	Satisfied	The procedures for coordinated conversions are currently in place. This information is found in the *UNE Specific Work Instructions*, a BLS internal document. This document includes activities for both the UNE Center and the Central Office. Based on information obtained from CLEC interviews, this information is also included in CLEC contracts.

[10] Estimated Completion Date is provided by BellSouth engineering when construction jobs are necessary to resolve a PF condition. This information is posted to the Web site within five days of the order being placed into PF status.

[11] Estimated Service Date provides information regarding when the CLECs end-user will be placed in service. This information is posted to the Web site within five days of the order being placed into PF status.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-5-3-2	Procedures for Central Office work are defined and utilized.	Satisfied	The processes for BLS Central Office work are documented in internal BLS M&Ps regarding provisioning activities for both coordinated and non-coordinated conversions, as well as for designed and non-designed conversions . These M&Ps include: – *Non-Design Unbundled Voice Loops and Non-Designed Unbundled Sub-Loops (5/5/00)* – *Designed 2-Wire Loops and Ground Start Voice Loops (5/5/00)* – *Unbundled Local Loops ULL (section 660-230-338 5/5/2000)* – *Central Office UNE Specific Work instructions* – *Central Office Unbundled Loop Provisioning Job Aid* – *Interconnection Service, UNE Turn Up documents* – *BellSouth Practices–BellSouth Telecommunications Standard Section (660-230-338).*
O&P-5-3-3	Procedures for placing an order into Missed Appointment (MA) Status are defined.	Satisfied	Procedures are documented in the *SD/MA Policy Interconnections Services* internal BLS document. The CLEC is responsible for supplementing an order in all cases in which it is placed in Missed Appointment (MA) status.
O&P-5-3-4	CLEC procedures for escalation are defined.	Satisfied	The escalation procedures, cycle times, and contact numbers are documented in the *CLEC Facilties Based Advisory Guide* (10/22/98). The escalation procedure begins with the UNE Center representative and can rise to the AVP level.
O&P-5-3-5	Non-available facilites (Pending Facilities) policy is clearly defined.	Satisfied	Definitions for an order placed in Pending Facilities (PF) are clearly defined in the *Job Aid for CLEC Pending Facilities (PF) Report* posted on the BLS Web site (http://www.interconnection.bellsouth.com/carrier/carrier_pdf/91081508.pdf).

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-5-3-6	Policy for acceptance of completed orders is clearly stated.	Satisfied	The policy for acceptance of conversions by CLECs is clearly stated in the *UNEC/CLEC Timing for Acceptance, MARCH input and Completions Policy (10/99).*

Table V-5.4: Initial Results[12] - Provisioned Date[13] vs. FOC Due Date[14]

Interval (Provisioning Date) – (FOC Due Date)	Number of Instances	Percent of Total
-2	1	3%
-1	2	6%
1	7	22%
2	3	10%
4	1	3%
5+	18	56%
Total	32	100%

Table V-5.5: Retest Results[15] - Provisioned Date vs. FOC Due Date

Interval (Provisioning Date) – (FOC Due Date)	Number of Instances	Percent of Total
-4	1	14%
1	2	29%
2	1	14%
4	2	29%
5	1	14%
Total	7	100%

[12] Data presented in this table includes provisioning verification results for transactions submitted during the initial test conducted December 1999 through July 2000.

[13] Provisioned date is defined by BellSouth as the date on which provisioning work, inclusive of systems, Central Office, and field activity, has been completed

[14] FOC Due Date is defined as the due date provided in the FOC. It is the date on which BellSouth commits to complete provisioning of a customer's service, subject to a facilities check.

[15] Data presented in this table includes provisioning verification results for transactions submitted during the retest conducted on August 2000 through October 2000.

Table V-5.6: Initial Results[16] - Summary of Provisioning Validation Results[17]

	Total Tested	Accurately Provisioned	% of Total	Number of Errors - Flow Through[18]	% of Total Errors	Number of Errors- Non-Flow Through	% of Total Errors
Customer Service Record	279	181	65%	42	43%	56	57%
Switch Translation	315	288	91%	17	63%	10	37%
Directory Listing	138	121	88%	6	35%	11	65%

Table V-5.7: Retest Results[19] - Summary of Provisioning Validation Results[20]

	Total Tested	Accurately Provisioned	% of Total	Number of Errors - Flow Through[21]	% of Total Errors	Number of Errors- Non-Flow Through	% of Total Errors
Customer Service Record	72	65	90%	2	29%	5	71%
Switch Translation	89	77	87%	0	0%	12	100%
Directory Listing	55	50	91%	0	0%	5	100%

[16] Data presented in this table includes provisioning verification results for transactions submitted during the initial test conducted on December 1999 through July 2000.
[17] For CSRs and Directory Listings, validation was conducted on a per-order basis. For switch translations, validation was conducted on a per-line basis. Note that some of the validation figures are disputed by BellSouth. Meetings to validate KCI data are in progress.
[18] For electronically submitted LSRs, a flow through service request proceeds through BellSouth's OSS to generate an FOC without manual intervention. A non-flow through service request falls out for manual handling prior to generation of an FOC.
[19] Data presented in this table includes provisioning verification results for transactions submitted during the retest conducted on August 2000 through October 2000.
[20] For CSRs and Directory Listings, validation was conducted on a per-order basis. For switch translations, validation was conducted on a per-line basis. Note that some of the validation figures are disputed by BellSouth. Meetings to validate KCI data are in progress.
[21] For electronically submitted LSRs, a flow through service request proceeds through BellSouth's OSS to generate an FOC without manual intervention. A non-flow through service request falls out for manual handling prior to generation of an FOC.

F. Test Results: Order Processing Systems Capacity Management Evaluation (O&P-6)

1.0 Description

The Order Processing Systems Capacity Management Evaluation entailed a detailed review of the methods and procedures in place to plan for and manage projected growth in the use of the Electronic Data Interchange (EDI), Telecommunications Access Gateway (TAG), Local Exchange Ordering (LEO), Local Exchange Service Order Generator (LESOG), Local Number Portability (LNP), and Service Order Control System (SOCS) order processing systems.

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

2.0 Methodology

This section summarizes the test methodology.

2.1 Business Process Description

The EDI Gateway supports the transmission of orders, order receipt acknowledgements, and order notices. LEO performs formatting checks on orders and passes the Local Service Request (LSR) to LESOG. LESOG converts the LSR into a BellSouth internal service order and passes the order to SOCS. Orders for LNP are routed through the LNP Gateway, which performs edit checks and passes the order to SOCS for provisioning. SOCS receives and routes service orders to the appropriate downstream provisioning and billing systems. TAG, like EDI, provides the CLECs with order functionality including LSR submission, order status, and order notices. See Section V, "Ordering & Provisioning Overview," for a complete description of TAG, EDI, LEO, LESOG, LNP, and SOCS.

The capacity management process for the EDI, LEO, LESOG, LNP, SOCS, and TAG systems is distributed along various lines of responsibility. BellSouth has outsourced operation and application support for mainframe and mid-range systems.

The EDI, LEO, and SOCS systems operate in a mainframe environment. The mainframe operations groups manage the mainframe hardware, which includes Central Processing Unit (CPU), core memory, Direct Access Storage Device (DASD), and tape library systems. The application teams manage the production software and databases.

The LESOG, LNP, and TAG systems operate in a mid-range environment. The midrange operations groups manage the midrange hardware. The application teams provide mid-range software support.

The BellSouth Transport Team manages day-to-day operations for the network and collects data on network performance.

2.2 *Scenarios*

Scenarios were not applicable to this test.

2.3 *Test Targets & Measures*

The test target was the order processing systems capacity management process. Sub-processes, functions, and evaluation criteria are summarized in the following table. The last column "Test Cross-Reference" indicates where the particular measures are addressed in section 3.1 "Results & Analysis."

Table V-6.1: Test Target Cross Reference

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
Order Processing Systems Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data collection and reporting	O&P-6-1-1, O&P-6-1-2, O&P-6-1-3, O&P-6-1-4, O&P-6-1-5, O&P-6-1-6
	Data verification and analysis of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data verification and analysis	O&P-6-1-7, O&P-6-1-8, O&P-6-1-9, O&P-6-1-10, O&P-6-1-11
	Systems and capacity planning	Adequacy and Completeness of systems and capacity planning	O&P-6-1-12, O&P-6-1-13, O&P-6-1-14, O&P-6-1-15

2.4 *Data Sources*

The data collected for the test are summarized in the table below.

Table V-6.2: Data Sources for Order Processing Systems Capacity Management Evaluation

Document	File Name	Location in Work Papers	Source
EDI Overview, EDI In- & Out-Bound Processing, LEO, LEO - Test, TCIF Issue 7 EDI Map and Application File Format Design	Edi4KCL.ppt, ls7_42.xls	O&P-6-A-1	BLS
Telecommunications Access Gateway (TAG) Architecture/Detailed Design [Issue 1, September 1999, Release 3.1]	Design.doc	O&P-6-A-2	BLS
TAG Configurations	Tagconfig.doc	O&P-6-A-3	BLS
Tivoli Checklist, Tivoli for BLP, Tivoli for TAG, Tivoli Monitoring (15 November, 1999)	Tivcheck.doc, Tivmon.doc, Tivoli_blp.doc, Tivoli_tac.doc	O&P-6-A-4	BLS
Monthly Metric Data Summary (LENS, TAG)	No electronic copy	O&P-6-A-5	BLS
Interview Summary - TAG Administration	Interview_summary_110499.doc	O&P-6-A-6	KCI
Interview Summary - Encore Management	Interview_summary_120999.doc	O&P-6-A-7	KCI
Interview Summary - EDI Management	Interview_summary2_121099.doc	O&P-6-A-8	KCI
Interview Summary - EDI Project Team	Interview_summary_121499.doc	O&P-6-A-9	KCI
EDI Daily Monitoring and Help Guide	EDIMONIT.DOC	O&P-6-A-10	BLS
EDI Reports (Bytes by Month, Trading Partners, Trading Partner Relationships, EDI Bytes)	REPORT1B.XLS, REPORT2T.XLS, REPORT3R.XLS, REPORT4C.XLS	O&P-6-A-11	BLS
Interview Summary - Capacity Planner	Interview_summary3_03292000.doc	O&P-6-A-12	KCI
Interview Summary2 - Product Manager	Interview_summary_03292000.doc	O&P-6-A-13	KCI
Interview Summary3 - Second Capacity Planner	Interview_summary2_03292000.doc	O&P-6-A-14	KCI

Document	File Name	Location in Work Papers	Source
Interview Summary - Product Support Manager	Interview_summary2_04132000.doc	O&P-6-A-15	KCI
Interview Summary2 - Forecast Manager	Interview_summary_04132000.doc	O&P-6-A-16	KCI
Interview Summary - Capacity Planning Project Manager	Interview_summary2_04182000.doc	O&P-6-A-17	KCI
Interview Summary2 - Capacity Planning Manager	Interview_summary_04182000.doc	O&P-6-A-18	KCI
Interview Summary - Support Manager	Interview_summary_04192000	O&P-6-A-19	KCI
BellSouth Telecommunications Information Technology - Capacity Planning Methodology, Practices and Requirements - July, 1999	Cap_methodology.doc	PRE-6-A-1	BLS
Mainframe Software Support Procedure Manual	ipsa5001.doc	BLG-3-A-3	BLS
BellSouth Mainframe CPU Configuration RAO's	hardware.txt RAO.ppt	BLG-3-A- 4	BLS
Framework and Column Descriptions for Mainframe Performance Reporting	PT.xls	BLG-3-A-9	BLS
Scratch Tape Statistics By Site, 10/01/99	SCRATCH TAPE STATISTICS BY SITE.doc	BLG-3-A-10	BLS
Active Tape Count By Site, 07/01/99-10/01/99	ACTT1099.doc	BLG-3-A-11	BLS
Strobe Performance Profile, 11/04/98	stbrtp.doc	BLG-3-A-12	BLS
StorageGUARD Pool Utilization	Stguard.doc	BLG-3-A-13	BLS
Concurrent Tape Drive Usage Report Card, September, 1999	CONC0999.XLS.xls	BLG-3-A-14	BLS
StorageGUARD Pool Summary History	History.doc	BLG-3-A-15	BLS
InTune Report	Snap.txt	BLG-3-A-16	BLS
CPU Measurement Reports	CPU.xls	BLG-3-A-17	BLS

Document	File Name	Location in Work Papers	Source
Interview Summary - Mainframe Operations	Interview_summary2_1 11699.doc	BLG-3-A-18	KCI
Interview Summary - Billing test team	Interview_summary2_1 12999.doc	BLG-3-A-20	KCI
Interview Summary - Database administration	Interview_summary1_1 12999.doc	BLG-3-A-21	KCI
Interview Summary - Mainframe Performance & Tuning	Interview_summary3_1 12999.doc	BLG-3-A-22	KCI
Mainframe Resource Utilization--Top 10 (CPU, DASD, and Tape) Consumers	Top 10 Consumers Sept.xls	BLG-3-A-23	BLS
MIP Projections	MVS MIPS Projections.xls	BLG-3-A-27	BLS
Projected DASD Retirements for 2000	2000-DASD-Retirements.xls	BLG-3-A-28	BLS
B2SY-S2ST-G2SY Application Hours	Trend CPU_Corp.xls	BLG-3-A-29	BLS
A6SY Application Hours	Trend CPU-RAO.xls	BLG-3-A-30	BLS
Letter on Mainframe Asset Planning inputs	MF-capacity planning letter.doc	BLG-3-A-31	BLS
EDS Mainframe Requirements	EDS Mainframe reqs.doc	BLG-3-A-32	BLS
System Production Readiness Requirements	Readiness checklist.doc	BLG-3-A-33	BLS
Critical Application Availability (Andersen & EDS)	KCIdata.xls	BLG-3-A-34	BLS
Application Availability	GA2000SLAs.xls	BLG-3-A-35	BLS
Interview Summary - BCS Transport	Interview_summary_12 1599.doc	PRE-6-A-2	KCI
BOSIP Network Diagrams	Atlntadc.ppt Bosipcor.ppt Brmghmdc.ppt Chrltdc.ppt Jcksondc.ppt Miamidc.ppt Nsvlledc.ppt	PRE-6-A-3	BLS
Birmingham BayNet Protocol Distribution	Bay1.gif	PRE-6-A-4	BLS
Monthly Average Utilization - Birmingham	FDDI1.gif	PRE-6-A-5	BLS
LAN Interface With In Utilization over 20%	LAN~1.htm	PRE-6-A-6	BLS
Average Latency Between RDC's Originating from Birmingham	Monthl~1.gif	PRE-6-A-7	BLS

Document	File Name	Location in Work Papers	Source
Monthly Maximum IP Routes Known to Core	Monthl~2.gif	PRE-6-A-8	BLS
WAN Interface With In Utilization over 30%	SMDS1.gif	PRE-6-A-9	BLS
Daily Interface Performance Statistics for PNSCGS04 to JCVLBA19	Pnscgs04.gif	PRE-6-A-10	BLS
Total Traffic Across Core	WAN~1.htm	PRE-6-A-11	BLS
Server Utilization Report	Viewar~1.csv	PRE-6-A-12	BLS
Interview Summary – Transport Solutions	Interview_summary1_ 121099.doc	PRE-6-A-13	KCI
Interview Summary – Asset Planning	Interview_summary1_ 01202000.doc	PRE-6-A-14	KCI
BSCN – DS3 Equivalent Capacity	Bscncap.ppt	PRE-6-A-15	BLS
BellSouth Official Communications Special Services Facility Forecast for 2000 – 2002 and Update to the 1999 Forecast (Cover Letter)	Ss99ltr.doc	PRE-6-A-16	BLS
BellSouth Telecommunications Official Communications Service Requirements And Special Service Forecast	Bscn1999.doc	PRE-6-A-17	BLS
Capacity Planning Metrics for BST Assets Managed by BCS	Capaci~1.doc	PRE-6-A-18	BLS
BellSouth Telecommunications Official Communications Service Requirements Mechanized Input Form	Bscnele.xls	PRE-6-A-19	BLS
Trunk Utilization Report	Rpdn_0110.doc	PRE-6-A-20	BLS
BellSouth Integrated Broadband Network Diagram	Ibtcp911.ppt	PRE-6-A-22	BLS
Transport Asset Planning – Infrastructures	Infraex.ppt	PRE-6-A-23	BLS
Interview Summary – Network Asset Planner	Interview_summary2_0 1202000.doc	PRE-6-A-24	KCI
Questionnaire designed to aid Capacity Planner and/or Technical Architect in characterizing an application workload	Config.xls	PRE-6-A-25	BLS
Interview Summary – Midrange Performance Monitoring	Interview_summary_01 252000.doc	PRE-6-A-26	KCI
Printouts from Midrange Performance Data Warehouse	No Electronic Copy	PRE-6-A-27	BLS

Document	File Name	Location in Work Papers	Source
BGSCOLL Problem Resolution Guide for Collection of Nodes	Probres.doc	PRE-6-A-28	BLS
Data Collected 11/19/99 - (Status Report, by project, of Midrange data collection tool installation)	Perforn1.doc	PRE-6-A-29	BLS
Interview Summary - Capacity Planner	Interview_summary_ 01272000.doc	PRE-6-A-30	KCI
LNP Usage Report	LNP Usage.xls	PRE-6-A-32	BLS
TAG Usage Report	TAG Usage.xls	PRE-6-A-35	BLS
BOSIP Support Web Site Printouts - Homepage	No Electronic Copy	PRE-6-A-39	BLS
BOSIP Support Web Site Printouts - Shared BOSIP Network	No Electronic Copy	PRE-6-A-40	BLS
BOSIP Support Web Site Printouts - BCS Support	No Electronic Copy	PRE-6-A-41	BLS
BOSIP LAN and WAN Network Topology Overview	No Electronic Copy	PRE-6-A-42	BLS
Datakit Support Homepage and affiliated web pages	No Electronic Copy	PRE-6-A-43	BLS
ENCORE Successful Logins vs. Failed Logins	No Electronic Copy	PRE-6-A-44	BLS
TRENDview HTML Reports	No Electronic Copy	PRE-6-A-45	BLS
TRENDview HTML Reports - Overutilized/Underutilized WAN Interfaces	No Electronic Copy	PRE-6-A-46	BLS
TRENDview HTML Reports - WAN interface utilization graphed over time	No Electronic Copy	PRE-6-A-47	BLS
Printouts from EDS Midrange Performance Data Warehouse Web Site	No Electronic Copy	PRE-6-A-48	BLS
Project List	No Electronic Copy	PRE-6-A-49	BLS
ENCORE-LESOG Performance Data	No Electronic Copy	PRE-6-A-51	BLS
LNP Performance Data	No Electronic Copy	PRE-6-A-54	BLS
LNPIT Performance Data	No Electronic Copy	PRE-6-A-55	BLS
LNPTAG Performance Data	No Electronic Copy	PRE-6-A-56	BLS
LSOG (LESOG - sp) Performance Data	No Electronic Copy	PRE-6-A-57	BLS
TAG Performance Data	No Electronic Copy	PRE-6-A-60	BLS

Document	File Name	Location in Work Papers	Source
Capacity Planning & Management Playbook (What we do & How we do it) Working Draft - Not Approved	No Electronic Copy	O&P-6-C-1	BLS
BST Product Forecasts	No Electronic Copy	PRE-6-A-61	BLS
N&CS Forecasting Process	Foreca~1.ppt	PRE-6-A-62	BLS
Network & Carrier Service Forecasting	No Electronic Copy	PRE-6-A-63	BLS
The Forecast Process	No Electronic Copy	PRE-6-A-64	BLS
Capacity Management Notification Process	Capnot1.doc	PRE-6-A-65	BLS
Capacity Forecasts Contacts for Encore & LNP Applications	Capconts.doc	PRE-6-A-66	BLS
LSR Actuals & Forecast Report (1998 - 2004)	No Electronic Copy	PRE-6-A-67	BLS
Monthly Capacity Report - Network Summary - March 2000	Network summary.xls	PRE-6-A-68	BLS
LSR Volume Report by data source for 3/2000	Totals.gif	PRE-6-A-69	BLS
LCSC Center Activity Report (3/2000)	Resale.doc	PRE-6-A-70	BLS
LCSC Center Activity Report (4/2000)	April car.doc	PRE-6-C-1	BLS
LCSC Center Activity Report (NON Reqtyp E + NON Reqtyp J)	Non-E-J.doc	PRE-6-C-2	BLS
LCSC Center Activity Report (Reqtyp M Only)	TypeM.doc	PRE-6-C-3	BLS
LCSC Center Activity Report (Reqtyp J Only)	TypeJ.doc	PRE-6-C-4	BLS
Daily LCSC Order Flow Summaries	Lesog.doc	PRE-6-C-5	BLS
Third Party Testing Forecast of Volumes - EOY 2001	No Electronic Copy	PRE-6-C-6	BLS
Numbers Ported per Day (Week of 3/1/99 - 9/20/99)	No Electronic Copy	PRE-6-C-7	BLS
Maximum Number of Ports Per Day Per Week and Projection through 2001	No Electronic Copy	PRE-6-C-8	BLS
Number of LSRs Process Per Day (Week of 3/1/99 - 9/20/99)	No Electronic Copy	PRE-6-C-9	BLS

Document	File Name	Location in Work Papers	Source
Maximum Number of LSRs Per Day Per Week and Projections through 2001	No Electronic Copy	PRE-6-C-10	BLS
Transaction to System Activity Map	No Electronic Copy	PRE-6-C-11	BLS
Business Drivers Form	No Electronic Copy	PRE-6-C-12	BLS
Email with LCSC Service Rep Headcount Forecast	No Electronic Copy	PRE-6-C-13	BLS
Electronic Interface Trends	Nov99T~1.ppt Trends.ppt Trends1.ppt FEBLSR.ppt MARLSR.ppt	PRE-6-C-14	BLS
Server Usage Report (LSOG)	LSOGUsage.xls	PRE-6-C-15	BLS
Encore Forecasts	Encore Forecasts.xls	PRE-6-C-16	BLS
Encore Capacity Analysis Assumptions	Encore capacity analysis assumptions.doc	PRE-6-C-17	BLS
Capacity Analysis Report Encore Systems	Encore.doc	PRE-6-C-18	BLS
Selective Carrier Routing, Full Deployment, Decision Package for Interconnection	No electronic copy	PRE-6-C-19	BLS
Memorandum to EDS Centralized System Administrators re: BTSI Capacity Planning	CSA Performance Letter.doc	PRE-6-C-20	BLS
BTSI Capacity Upgrade Request / EDS Performance Analysis Workflow	BTSI Performance Process.doc	PRE-6-C-21	BLS
Project Charter: Encore SLA Performance	ProjCharter063000.doc	PRE-6-C-22	BLS
Memo to Capacity Planners re: CLEC SQM Performance information availability via the PMAP website	CapPlanmemo0700.doc	PRE-6-C-23	BLS

2.4.1 Data Generation/Volumes

This test relied on documentation reviews and interviews with BellSouth personnel.

2.5 Evaluation Methods

The capacity management evaluation began with a review of systems documentation and process flows for order processing. Interviews were conducted with system administration personnel responsible for the operation of

EDI, LEO, LESOG, LNP, SOCS, and TAG order processing systems. These interviews were supplemented with an analysis of BellSouth capacity management procedures as well as collection of evidence of related activities such as: periodic capacity management reviews; system reconfiguration/load balancing; load increase induced upgrades; and, resource utilization and performance management reporting.

2.6 Analysis Methods

The Order Processing Systems Capacity Management Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria, provided the framework of norms, standards, and guidelines for the Order Processing Systems Capacity Management Evaluation.

The data collected from inspections and interviews were analyzed employing the evaluation criteria referenced above.

3.0 Results Summary

This section identifies the evaluation criteria and test results.

3.1 Results & Analysis

The results of this test are presented in the table below. Definitions of evaluation criteria, possible results, and exceptions are provided in Section II.

Table V-6.3: O&P-6 Evaluation Criteria and Results

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-6-1-1	There is an established process for capturing business and transaction volumes	Satisfied	For EDI, the Harbinger tool provides the capability to measure and track business transaction volumes. Data is currently collected on EDI monthly volumes. The Tools & Support Team can identify the number of transaction sets, types of transactions, etc. Reports are created with historical trending of monthly transaction volumes in the mainframe environment. For TAG, the LSR Volume Report, from the BLS ICOPS (Interconnection Operations) Web site, provides a listing of TAG LSRs received from LEO and LNP. LSRs in this report are organized by Service/Activity Type (e.g., Loop, Loop with INP,

Test Cross-Reference	Evaluation Criteria	Result	Comments
			BLS Retail, Resale, etc.). The LCSC Center Activity Reports provide a monthly view of (Resale and UNE) LSRs received from BLS customers via FAX, EDI, LENS, and TAG. LEO, LESOG, and SOCS order information is also referenced within the LCSC Center Activity Reports. Collection and reporting of transaction volumes was discussed during interviews with the application managers. KCI was provided copies of the EDI and LCSC reports.
O&P-6-1-2	There is an established process for capturing resource utilization	Satisfied	The EDI translator is a mainframe application. EDI system resource utilization and performance monitoring are covered under the efforts in the mainframe operations groups. Mainframe resource utilization data is collected and reported monthly. Midrange and network resource utilization data is tracked and reported on the Midrange Performance Monitoring Web site and the BellSouth Open System Interconnect Protocol (BOSIP) home page respectively. These Web sites are available to and accessed by the resources responsible for monitoring the performance of systems and networks. The processes for capturing resource utilization were described during interviews with members of the groups responsible for these activities. In addition, KCI reviewed the BOSIP home page and the Mid-range Performance Monitoring Web site. Sample resource utilization reports were collected and reviewed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-6-1-3	Resource utilization is monitored for system components and elements	Satisfied	The Performance and Tuning Group monitors Multiple Virtual Storage (MVS) mainframe components such as storage utilization (central storage), memory paging rates, batch jobs, Time Sharing Option (TSO) sessions, Direct Access Storage Device (DASD) response times, tape drives allocated, Central Processing Unit (CPU) percentage busy, etc. Sample mainframe resource utilization reports were collected during the test. For midrange systems, Disk input/output (I/O), Network I/O, as well as resource utilization for CPUs, memory, and file systems are tracked and reported. BLS also collects resource utilization data on CPU, buffer and memory utilization for the routers, circuits utilization of the routers, LAN interfaces on routers, hubs and the Fiber Distributed Data Interface (FDDI) rings. For the circuits and LAN interfaces, reports are generated for the devices with the highest utilization. The midrange and network resource utilization data collection processes were described during interviews and verified through a review of the BOSIP home page, review of the Midrange Performance Monitoring Web site and through the collection of sample reports.
O&P-6-1-4	Instrumentation and other tools are used to collect resource utilization data	Satisfied	InTune and Strobe are mainframe MVS tools used to provide information on where applications are spending CPU cycles, wait times, DASD volumes and tracks accessed, etc. These application-profiling tools operate on IMS and DB2 databases. Storage Guard is an on-line system that takes a snapshot of DASD storage (each VTOC) every 30 minutes. Through the on-line facility

Test Cross-Reference	Evaluation Criteria	Result	Comments
			it is possible to view the capacity and utilization of each storage pool. DFSMS is a hierarchical storage manager that checks for previous messages. Targets are set for storage utilization. If a device is over the utilization target, then the utility searches for old data (past period set for retention for all data types) that can be moved to a lower priority stage. These tools were identified through interviews with the mainframe operation group, and sample reports were provided to KCI. The data used to produce midrange system resource utilization reports are gathered through a variety of tools and utilities including Best/1, BGSCOLL, GlancePlus, System Activity Recorder (SAR), Unicenter TNG, and Tivoli. The Best/1 modeling and simulation capacity planning tool is used for monitoring of mid-range system resources. The BGSCOLL tool collects data in 15-minute intervals daily. The data is compiled into daily and monthly averages. Three months of data are stored for trending. The tools used to collect midrange resource utilization data were described during interviews and sample reports were collected and reviewed. Tools running to collect network resource utilization data include TRENDsnmp (from DeskTalk), Spectrum Enterprise Manager, OpenView, Nerve Center for BOSIP (the router network), and Starkeeper (for the Datakit networks). These tools were described during interviews with the BOSIP Support manager and sample reports were provided to KCI.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-6-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.)	Satisfied	The Performance and Tuning Group monitors system resources for mainframe computers [i.e., MVS mainframe components such as storage utilization (central storage), memory paging rates, batch jobs, TSO sessions, DASD response times, tape drives allocated, CPU percentage busy, etc.] The site manager ensures that DFSMS is running, checks for previous messages, and checks tape drive status. The performance of the (midrange) application servers is monitored daily by the midrange operations groups. The BLS Transport Team is responsible for day-to-day operations of the networks (comprised of components such as routers, ATM switches, and hubs.). The team is comprised of three groups: PACS, which provides support and problem resolution for escalated network performance issues; Proactive Performance Analysis, which looks at the networks to prevent problems; and the Tools Group. This team collects the data on network performance. Homegrown scripts have been written to collect data such as latency and packet loss across the BOSIP core. These activities were described during interviews with the Application Support Teams, Midrange Operations Group, and Network Support Team. In addition, sample performance reports were collected.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-6-1-6	Instrumentation and other tools are used to monitor performance	Satisfied	The CMF tool looks at system logs to collect mainframe performance data. MainView (a graphical user interface for CMF) presents the performance data collected by CMF in a graphical format so that trending can be performed. The Mid-Range Performance Monitoring and the BOSIP Web sites are available to and accessed by the resources responsible for monitoring the performance of (midrange) systems and network elements. Best/1, GlancePlus, SAR, Unicenter TNG, and Tivoli are tools used to monitor mid-range performance. TRENDsnmp (from DeskTalk), Spectrum Enterprise Manager, OpenView, Nerve Center for BOSIP (the router network), and Starkeeper (for the Datakit networks) are tools used to monitor network performance. Performance monitoring activities were described during interviews and sample reports were provided to KCI. The Midrange Performance Monitoring Web site and the BOSIP home page were reviewed.
O&P-6-1-7	There is an established process for forecasting business volumes and transactions	Satisfied	During initial testing, no established, ongoing process for forecasting business volumes and transactions was observed for BLS's order processing systems. See Exception 25 for additional information on this issue. KCI conducted additional interviews and gathered further process documentation during retest activities. KCI observed that the product managers prepare a five-year LSR forecast, which is provided to the capacity planners. The product managers also provide information on changes in the percentage of manual work and the distribution of the LSR volume

Test Cross-Reference	Evaluation Criteria	Result	Comments
			between the various electronic interfaces. Exception 25 is closed.
O&P-6-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management	Satisfied	Mainframe (EDI) business volumes and transactions are tracked and reported monthly. The MVS Storage Management Group receives data from the Mainframe Tower Management Group on expected growth, by site. These data are analyzed to determine how much of the forecast growth can be absorbed by current storage capacity and this information is brought to the Triad/Quarterly meetings. During these meetings, decisions are made on how much storage capacity to purchase for each site. During initial testing, no process was observed for the collection of mid-range (LESOG, LNP, and TAG) business and transaction volumes, and no established, ongoing process for forecasting business and transaction volumes was observed for BLS's EDI or TAG interfaces. See Exception 25 for additional information on this issue. As retest activities, KCI conducted additional interviews and gathered further documentation of BLS's capacity management processes. KCI also observed the capacity planning process and was provided with a copy of the Capacity Analysis Report, ENCORE Systems. (The ENCORE environment includes LENS, LEO, LESOG, LNP, TAG and EDI.) Historical data is collected and analyzed to develop/confirm assumptions used in the capacity planning process. For example, pre-order to order transaction ratios and peak hourly daily volume are determined from reports of transaction volumes. In the capacity

Test Cross-Reference	Evaluation Criteria	Result	Comments
			planning model, LSR forecast data is used to modify the system(s) workload over time to assess the impact of changes in transaction volume on system resources and capacity. For BLS's network, capacity planning is done annually as part of the budgeting process and also for each application release. Application development, system administration, and production support resources participate in the capacity planning process. The planning process takes as input the Network Carrier Services (NCS) Marketing Group forecast, current volumes, trend data and anticipated volume changes that may result from new system functionality. This information is used to project future hardware and software needs. If additional capacity is needed, the request is brought to BLS (Delivery and Customer Service Managers) for approval, equipment purchase and installation. Exception 25 is closed.
O&P-6-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process	Satisfied	During initial testing, no established, ongoing process for reviewing the performance of the mainframe, mid-range, or network business and transaction volume forecasting process was observed. See Exception 25 for additional information on this issue. KCI interviewed a Network & Carrier Service (N&CS) forecast manager and reviewed the forecasting process and capacity management process documentation. The N&CS forecasting process outlines steps to compare actuals to the forecast on a monthly and year-to-date basis, to identify reasons for significant differences and to revise the forecast,

Test Cross-Reference	Evaluation Criteria	Result	Comments
			as necessary. The BLS Capacity Planning Methodology, Practices and Requirements defines ongoing Forecast Business Application Activities, which includes steps to review the accuracy of the most recent forecast, identify large variances, and prioritize improvements in the forecast cycle methodology. Exception 25 is closed.
O&P-6-1-10	There is an established process for verification and validation of performance data	Satisfied	Mainframe hardware performance is monitored daily. Any anomalies detected are reported, investigated and resolved. The performance monitoring, database administration, and application support groups participate in this process of verification and validation of performance data. Data from the system hardware resources are downloaded for personal computer access. This information is formatted into PC reports and is analyzed and/or reviewed periodically by the team members responsible for mainframe performance and tuning analysis. These data are retained for a minimum of one year. In the midrange and network environments, performance data are verified and validated by System Administrators and the Transport Group. Performance reports are reviewed regularly on the Midrange Performance Monitoring Web site, on the BOSIP home page, and through on-line tools. The reports and tools define thresholds for utilization of system and network resources. Any values exceeding the established threshold are highlighted in the reports, investigated, and resolved. Performance monitoring activities were described during interviews.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			KCI reviewed and collected sample performance and resource utilization reports.
O&P-6-1-11	Performance monitoring results are compared to service level agreements and other metrics	Satisfied	BLS and the third party managing the systems operations have contracts in place governing system performance. These contracts define targets for system availability for EDI, TAG, LEO, LESOG, LNP and SOCS. KCI was provided with the targets for sytsem availability and copies of reports on vendor performance, by system. Service Quality Measurements are defined for availability of the TAG, LEO, LESOG, SOCS, and EDI interfaces [OSS-2. Interface Availability (Pre-Ordering)], for EDI and TAG reject intervals (O-6. Reject Interval), for EDI and TAG confirmation intervals (O-7. Firm Order Confirmation Timeliness), for LNP reject intervals (O-10. LNP-Reject Interval Distribution & Average Reject Interval), and for LNP confirmation intervals (O-11. LNP - Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval). (See BellSouth Service Quality Measurements Plan document dated 07/2000.) Performance results for these metrics are reported through the Performance Monitoring and Analysis Platform (PMAP). BLS's capacity planning process identifies PMAP data as an input for the midrange capacity planning process. BLS monitors its own network performance results. Network availability (i.e., trunk and node availability) results are tracked against established performance targets/objectives. The Transport Group works with the BLS Architecture & Standards (A&S) Group to address any network

Test Cross-Reference	Evaluation Criteria	Result	Comments
			performance issues. Network performance activities were described during interviews with the BOSIP Support Manager.
O&P-6-1-12	The Capacity Management process is defined and documented	Satisfied	The processes that are executed for performance monitoring and capacity planning activities are defined and documented. The document, BLS Telecommunications Information Technology Capacity Planning Methodology, Practices, and Requirements July 1999, outlines a capacity planning process for the mainframe, midrange, and network environments. BLS's capacity planning process is part of the IT Engagement Process (ITEP). Process flows for the new capacity planning process have been developed and are posted on the BLS IT Web site. These flows are also contained in a document entitled Capacity Planning & Management Playbook. The capacity planning process has been communicated within the Engineering & Design group. The links within the Asset Management group and the interfaces to other organizations are defined in the process documentation. BLS is refining the definition of process links between the remaining functional groups. Documentation depicting the current mainframe performance monitoring process was provided to KCI. Midrange and network performance monitoring is addressed in the capacity planning and management documentation.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-6-1-13	Resource usage and capacity is considered in the planning process for capacity management	Satisfied	On a monthly basis, the mainframe operations management group uses data collected for each mainframe box to 1) fit a trend line through the monthly utilization data points; 2) estimate, based on trends and rates of growth, when upgrades or new purchases must occur; and 3) purchase additional capacity, as needed. If anomalies in CPU utilization, DASD, etc. occur, the operations group will contact the appropriate application support group to determine the root cause of the anomaly. In addition, TRIAD meetings are held every three months. TRIAD meetings include representatives from hardware procurement, mainframe performance monitoring, and customer representatives for the applications running in the mainframe environment with the largest DASD usage. Customer representatives provide input on changes to applications and how they may impact various components of system capacity. Resource utilization reports are examined on an ongoing basis and as part of the quarterly capacity planning process. Server usage reports and LAN/WAN interface and FDDI utilization reports are examined on an ongoing basis as part of the midrange and network capacity planning processes. These capacity planning activities were described during interviews.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-6-1-14	Performance monitoring results are considered in the planning process for capacity management	Satisfied	Mainframe and midrange performance monitoring reports are examined on an ongoing basis and as part of the quarterly capacity planning process. The BLS Architecture & Standards (A&S) Group is responsible for network capacity planning. The BLS Transport Team analyzes network performance data and resolves capacity issues. If unable to resolve capacity issues, the Transport Team alerts the A&S Group, which purchases equipment or makes architecture changes in order to increase or adjust system capacity. These capacity planning activities were described during interviews.
O&P-6-1-15	Capacity Management procedures define performance metrics that trigger the addition of capacity, load re-balancing or system tuning	Satisfied	Mainframe application hours are tracked monthly. Historical growth trends of these hours are tracked against known thresholds and used to estimate future growth and determine when upgrades or new purchases must occur. Scratch tape counts and scratch tape thresholds are tracked monthly by site. These counts and thresholds are used to assist in determining when additional tapes should be ordered. Active tape counts and corresponding Average Growth per Month are tracked monthly. Thresholds have been set for resource utilization and performance measures in both mainframe and midrange environments. Values that exceed the established thresholds are flagged and investigated. In the network environment, WAN interface utilization is tracked to identify opportunities for load balancing. Procedures for performance management were described during interviews. In addition, KCI viewed

Test Cross-Reference	Evaluation Criteria	Result	Comments
			and collected sample reports.

G. Test Results: Ordering & Provisioning Performance Measures Evaluation (O&P - 7)

1.0 Description

The Ordering and Provisioning Performance Measures Evaluation (O&P-7) involved (1) Calculation and Reporting Validation, and (2) Data Comparison, for ordering and provisioning-related Service Quality Measurements (SQMs) produced by BellSouth. More detail on the activities undertaken by KCI to execute Performance Measures Evaluations is provided in Section III-F, "Performance Measures Evaluation Overview."

2.0 Methodology

This section summarizes the test methodology.

2.1 Business Process Description

The procedures supporting metrics data processing and reporting at BellSouth are described in Section III-F, "Performance Measures Evaluation Overview."

2.2 Scenarios

Scenarios were not applicable to this test.

2.3 Test Targets & Measures

The test target for the Calculation and Reporting Validation component of this evaluation is the set of values reported by BellSouth for ordering and provisioning Service Quality Measurements (SQMs). The test target for the Data Comparison component is the raw data that BellSouth produces for SQM validation purposes. Sub-processes, functions, and evaluation criteria are summarized in the following table. The last column "Test Cross-Reference" indicates where the particular measures are addressed in Section 3.1 " Results & Analysis."

Table V-7.1: Test Target Cross-Reference

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
Percent Rejected Service Requests	Resale Residence Resale Business Resale Specials UNE UNE Loop with NP Other	BLS reports are correctly disaggregated and complete.	O&P-7-1-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-1-2
		Test data collected by KCI agree with BLS raw data.	O&P-7-1-3

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
Reject Interval	Resale - Residence Resale - Business Resale - Design UNE Design UNE Non-Design UNE Loop with and w/o NP Mechanized (0-4 min., 4-8 min., 8-12 min.,12-60 min., 0-1 hr., 1-8 hrs., 8-24 hrs., >24 hrs.) Non-Mechanized (0-1 hr., 1-4 hrs., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., >24 hrs.) Average Interval in Days	BLS reports are correctly disaggregated and complete.	O&P-7-2-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-2-2
		Test data collected by KCI agree with BLS raw data.	O&P-7-2-3
Firm Order Confirmation Timeliness	Resale - Residence Resale - Business Resale - Design UNE Design UNE Non-Design UNE Loop with and w/o NP Mechanized (0-15 min., 15-30 min., 30-45 min., 45-60 min., 60-90 min., 90-120 min., 120-240 min., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., 24-48 hrs., >48 hrs.) Non-Mechanized (0-4 hrs., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., 24-48 hrs., >48 hrs.) Average Interval in Days	BLS reports are correctly disaggregated and complete.	O&P-7-3-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-3-2
		Test data collected by KCI agree with BLS raw data.	O&P-7-3-3
Speed of Answer in Ordering Center[1]	Not disaggregated	BLS reports are correctly disaggregated and complete.	O&P-7-4-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-4-2

[1] This SQM is reported only for the CLEC aggregate and is not specific to the KCI test CLEC.

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
Mean Held Order Interval & Distribution Intervals	Circuit Breakout <10, >=10 POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	O&P-7-5-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-5-2
		Test data collected by KCI agree with BLS raw data.	O&P-7-5-3
Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices	POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	O&P-7-6-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-6-2
		Test data collected by KCI agree with BLS raw data.	O&P-7-6-3
Percent Missed Installation Appointments	<10 Lines/Circuits >10 Lines/Circuits	BLS reports are correctly disaggregated and complete.	O&P-7-7-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-7-2
		Test data collected by KCI agree with BLS raw data.	O&P-7-7-3
Average Completion Interval / Order Completion Interval Distribution	Dispatch/No Dispatch Residence and Business Reported in Day Intervals: 0, 1, 2, 3, 4, 5, 5+ UNE and Design Reported in Day Intervals: 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, >=30 <10 lines/circuits >=10 lines/circuits POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	O&P-7-8-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-8-2
		Test data collected by KCI agree with BLS raw data.	O&P-7-8-3

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
Average Completion Notice Interval	Reporting Intervals in hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, >24, plus Overall Average Hour Interval <10 Lines/Circuits >=10 Lines/Circuits POTS - Residence POTS - Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	O&P-7-9-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-9-2
		Test data collected by KCI agree with BLS raw data.	O&P-7-9-3
Coordinated Customer Conversions	Reported in Intervals: <=5 min., >5 and <=15 min., >15 min., plus Overall Average Interval	BLS reports are correctly disaggregated and complete.	O&P-7-10-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-10-2
Percent Provisioning Troubles within 30 days of Service Order Activity	<10 Lines/Circuits >10 Lines/Circuits Dispatch/No Dispatch POTS - Residence POTS - Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	O&P-7-11-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-11-2
Total Service Order Cycle Time	Dispatch/No Dispatch POTS - Residence POTS - Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	O&P-7-12-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-12-2
		Test data collected by KCI agree with BLS raw data.	O&P-7-12-3

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
Service Order Accuracy	<10 Lines/Circuits >10 Lines/Circuits	BLS reports are correctly disaggregated and complete.	O&P-7-13-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	O&P-7-13-2

2.4 *Data Sources*

The data collected for the Ordering and Provisioning Performance Measures Evaluation are summarized in the table below.

Table V-7.2: Data Sources for Ordering & Provisioning Performance Measures Evaluation

Document	File Name	Location in Work Papers	Source
November 1999 Raw Data - Percent Rejected Service Requests - BLS Proprietary	order_rejintand%rejbyint_KPMG_november_rawdata.txt	O&P-7-B-3	BLS (Performance Measurement Analysis Platform "PMAP" Web site)
November 1999 Raw Data - Percent Rejected Service Requests - BLS Proprietary	order_servorder_KPMG_november_rawdata.txt	O&P-7-B-3	BLS (PMAP Web site)
December 1999 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ord Reject Interval & % Reject by Interval.txt	O&P-7-A-17	BLS (PMAP Web site)
December 1999 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ord Service Orders.txt	O&P-7-A-17	BLS (PMAP Web site)
January 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ord Reject Interval & % Reject by Interval.txt	O&P-7-B-24	BLS (PMAP Web site)
January 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ord Service Orders.txt	O&P-7-B-24	BLS (PMAP Web site)
February 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-G-3	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
February 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Service Orders.txt	O&P-7-G-3	BLS (PMAP Web site)
March 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-H-3	BLS (PMAP Web site)
March 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Service Orders.txt	O&P-7-H-3	BLS (PMAP Web site)
April 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-I-3	BLS (PMAP Web site)
April 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Service Orders.txt	O&P-7-I-3	BLS (PMAP Web site)
May 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-J-3	BLS (PMAP Web site)
May 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Service Orders.txt	O&P-7-J-3	BLS (PMAP Web site)
June 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-K-3	BLS (PMAP Web site)
June 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Service Orders.txt	O&P-7-K-3	BLS (PMAP Web site)
July 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-L-3	BLS (PMAP Web site)
July 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Service Orders.txt	O&P-7-L-3	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
August 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-M-3	BLS (PMAP Web site)
August 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Service Orders.txt	O&P-7-M-3	BLS (PMAP Web site)
September 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-N-3	BLS (PMAP Web site)
September 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Service Orders.txt	O&P-7-N-3	BLS (PMAP Web site)
October 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-O-3	BLS (PMAP Web site)
October 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Service Orders.txt	O&P-7-O-3	BLS (PMAP Web site)
November 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-P-3	BLS (PMAP Web site)
November 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Service Orders.txt	O&P-7-P-3	BLS (PMAP Web site)
December 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-Q-3	BLS (PMAP Web site)
December 2000 Raw Data - Percent Rejected Service Requests - BLS Proprietary	Ordering Service Orders.txt	O&P-7-Q-3	BLS (PMAP Web site)
November 1999 Raw Data - Reject Interval - BLS Proprietary	order_rejintand%rejbyint_KPMG_november_rawdata.txt	O&P-7-B-10	BLS (PMAP Web site)
December 1999 Raw Data - Reject Interval - BLS Proprietary	Ord Reject Interval & % Reject by Interval.txt	O&P-7-A-10	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
January 2000 Raw Data - Reject Interval - BLS Proprietary	Ord Reject Interval & % Reject by Interval.txt	O&P-7-B-31	BLS (PMAP Web site)
February 2000 Raw Data - Reject Interval - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-G-10	BLS (PMAP Web site)
March 2000 Raw Data - Reject Interval - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-H-10	BLS (PMAP Web site)
April 2000 Raw Data - Reject Interval - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-I-10	BLS (PMAP Web site)
May 2000 Raw Data - Reject Interval - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-J-10	BLS (PMAP Web site)
June 2000 Raw Data - Reject Interval - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-K-10	BLS (PMAP Web site)
July 2000 Raw Data - Reject Interval - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-L-10	BLS (PMAP Web site)
August 2000 Raw Data - Reject Interval - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-M-10	BLS (PMAP Web site)
September 2000 Raw Data - Reject Interval - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-N-10	BLS (PMAP Web site)
October 2000 Raw Data - Reject Interval - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-O-10	BLS (PMAP Web site)
November 2000 Raw Data - Reject Interval - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-P-10	BLS (PMAP Web site)
December 2000 Raw Data - Reject Interval - BLS Proprietary	Ordering Reject Interval and Percent Reject by Interval.txt	O&P-7-Q-10	BLS (PMAP Web site)
November 1999 Raw Data - Firm Order Confirmation (FOC) Timeliness - BLS Proprietary	order_foctimeliness_KPMG_november_rawdata.txt	O&P-7-B-17	BLS (PMAP Web site)
December 1999 Raw Data - FOC Timeliness - BLS Proprietary	Ord FOC Timeliness.txt	O&P-7-A-3	BLS (PMAP Web site)
January 2000 Raw Data - FOC Timeliness - BLS Proprietary	Ord FOC Timeliness.txt	O&P-7-B-38	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
February 2000 Raw Data - FOC Timeliness - BLS Proprietary	Ordering FOC Timeliness.txt	O&P-7-G-17	BLS (PMAP Web site)
March 2000 Raw Data - FOC Timeliness - BLS Proprietary	Ordering FOC Timeliness.txt	O&P-7-H-17	BLS (PMAP Web site)
April 2000 Raw Data - FOC Timeliness - BLS Proprietary	Ordering FOC Timeliness.txt	O&P-7-I-17	BLS (PMAP Web site)
May 2000 Raw Data - FOC Timeliness - BLS Proprietary	Ordering FOC Timeliness.txt	O&P-7-J-17	BLS (PMAP Web site)
June 2000 Raw Data - FOC Timeliness - BLS Proprietary	Ordering FOC Timeliness.txt	O&P-7-K-17	BLS (PMAP Web site)
July 2000 Raw Data - FOC Timeliness - BLS Proprietary	Ordering FOC Timeliness.txt	O&P-7-L-17	BLS (PMAP Web site)
August 2000 Raw Data - FOC Timeliness - BLS Proprietary	Ordering FOC Timeliness.txt	O&P-7-M-17	BLS (PMAP Web site)
September 2000 Raw Data - FOC Timeliness - BLS Proprietary	Ordering FOC Timeliness.txt	O&P-7-N-17	BLS (PMAP Web site)
October 2000 Raw Data - FOC Timeliness - BLS Proprietary	Ordering FOC Timeliness.txt	O&P-7-O-17	BLS (PMAP Web site)
November 2000 Raw Data - FOC Timeliness - BLS Proprietary	Ordering FOC Timeliness.txt	O&P-7-P-17	BLS (PMAP Web site)
December 2000 Raw Data - FOC Timeliness - BLS Proprietary	Ordering FOC Timeliness.txt	O&P-7-Q-17	BLS (PMAP Web site)
December 1999 Raw Data - Speed of Answer in Ordering Center - Local Carrier Service Center (LCSC) - CLEC Proprietary	dec_1st week_LCSC ATL1.txt	O&P-7-A-24	BLS - Interconnection Operations - CLEC Performance Measurements
December 1999 Raw Data - Speed of Answer in Ordering Center - LCSC - CLEC Proprietary	dec_1st week_LCSC Birm1.txt	O&P-7-A-24	BLS - Interconnection Operations - CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
December 1999 Raw Data – Speed of Answer in Ordering Center - LCSC – CLEC Proprietary	dec_2nd week_LCSC ATL.txt	O&P-7-A-24	BLS – Interconnection Operations – CLEC Performance Measurements
December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC – CLEC Proprietary	dec_2nd week_LCSC Birm.txt	O&P-7-A-24	BLS – Interconnection Operations – CLEC Performance Measurements
December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC – CLEC Proprietary	dec_3rd week_LCSC ATL.txt	O&P-7-A-24	BLS – Interconnection Operations – CLEC Performance Measurements
December 1999 Raw Data – Speed of Answer in Ordering Center - LCSC – CLEC Proprietary	dec_3rd week_LCSC Birm.txt	O&P-7-A-24	BLS – Interconnection Operations – CLEC Performance Measurements
December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC – CLEC Proprietary	dec_4th week_LCSC ATL.txt	O&P-7-A-24	BLS – Interconnection Operations – CLEC Performance Measurements
December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC – CLEC Proprietary	dec_4th week_LCSC Birm.txt	O&P-7-A-24	BLS – Interconnection Operations – CLEC Performance Measurements
December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC – CLEC Proprietary	dec_last week_LCSCATL.txt	O&P-7-A-24	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
December 1999 Raw Data - Speed of Answer in Ordering Center - LCSC Raw Data- CLEC Proprietary	dec_last week_LCSCBirm.txt	O&P-7-A-24	BLS - Interconnection Operations - CLEC Performance Measurements
December 1999 Raw Data - Speed of Answer in Ordering Center - LCSC - CLEC Proprietary	Dec_Month_LCSC Birm.txt	O&P-7-A-24	BLS - Interconnection Operations - CLEC Performance Measurements
December 1999 Raw Data - Speed of Answer in Ordering Center - LCSC - CLEC Proprietary	Dec_Month_LCSC ATL.txt	O&P-7-A-24	BLS - Interconnection Operations - CLEC Performance Measurements
November 1999 Raw Data - Mean Held Order Interval - BLS Proprietary	Prov_Held_Orders.txt	O&P-7-C-3	BLS (PMAP Web site)
December 1999 Raw Data - Mean Held Order Interval - BLS Proprietary	Prov_Held_Orders.txt	O&P-7-D-3	BLS (PMAP Web site)
January 2000 Raw Data - Mean Held Order Interval - BLS Proprietary	Prov Held Orders.txt	O&P-7-E-3	BLS (PMAP Web site)
February 2000 Raw Data - Mean Held Order Interval - BLS Proprietary	Provisioning Held Orders.txt	O&P-7-G-24	BLS (PMAP Web site)
March 2000 Raw Data - Mean Held Order Interval - BLS Proprietary	Provisioning Held Orders.txt	O&P-7-H-24	BLS (PMAP Web site)
March 2000 Raw Data - Mean Held Order Interval Re-test Data - BLS Proprietary	GACLECHeldOrder030 0.txt	O&P-7-H-24	BLS - Interconnection Operations - CLEC Performance Measurements
April 2000 Raw Data - Mean Held Order Interval - BLS Proprietary	Provisioning Held Orders.txt	O&P-7-I-24	BLS (PMAP Web site)
May 2000 Raw Data - Mean Held Order Interval - BLS Proprietary	Provisioning Held Orders.txt	O&P-7-J-24	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
June 2000 Raw Data - Mean Held Order Interval - BLS Proprietary	Provisioning Held Orders.txt	O&P-7-K-24	BLS (PMAP Web site)
July 2000 Raw Data - Mean Held Order Interval - BLS Proprietary	Provisioning Held Orders.txt	O&P-7-L-24	BLS (PMAP Web site)
August 2000 Raw Data - Mean Held Order Interval - BLS Proprietary	Provisioning Held Orders.txt	O&P-7-M-24	BLS (PMAP Web site)
September 2000 Raw Data - Mean Held Order Interval - BLS Proprietary	Provisioning Held Orders.txt	O&P-7-N-24	BLS (PMAP Web site)
October 2000 Raw Data - Mean Held Order Interval - BLS Proprietary	Provisioning Held Orders.txt	O&P-7-O-24	BLS (PMAP Web site)
November 2000 Raw Data - Mean Held Order Interval - BLS Proprietary	Provisioning Held Orders.txt	O&P-7-P-24	BLS (PMAP Web site)
December 2000 Raw Data - Mean Held Order Interval - BLS Proprietary	Provisioning Held Orders.txt	O&P-7-Q-24	BLS (PMAP Web site)
November 1999 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Prov Jeopardy Notice Interval.txt	O&P-7-C-38	BLS (PMAP Web site)
December 1999 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Prov Jeopardy Notice Interval.txt	O&P-7-D-38	BLS (PMAP Web site)
January 2000 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Prov Jeopardy Notice Interval.txt	O&P-7-E-38	BLS (PMAP Web site)
February 2000 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Provisioning Jeopardy Notice Interval.txt	O&P-7-G-31	BLS (PMAP Web site)
March 2000 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Provisioning Jeopardy Notice Interval.txt	O&P-7-H-31	BLS (PMAP Web site)
March 2000 Raw Data - Average Jeopardy Notice Interval Re-test Data - BLS Proprietary	GACLECJeopardy0300.txt	O&P-7-H-31	BLS - Interconnection Operations - CLEC Performance Measurements
April 2000 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Provisioning Jeopardy Notice Interval.txt	O&P-7-I-31	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
May 2000 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Provisioning Jeopardy Notice Interval.txt	O&P-7-J-31	BLS (PMAP Web site)
June 2000 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Provisioning Jeopardy Notice Interval.txt	O&P-7-K-31	BLS (PMAP Web site)
June 2000 Raw Data - Average Jeopardy Notice Interval Re-test Data- BLS Proprietary	GA0600CLECJeopardy.txt	O&P-7-K-31	BLS - Interconnection Operations - CLEC Performance Measurements
July 2000 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Provisioning Jeopardy Notice Interval.txt	O&P-7-L-31	BLS (PMAP Web site)
August 2000 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Provisioning Jeopardy Notice Interval.txt	O&P-7-M-31	BLS (PMAP Web site)
September 2000 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Provisioning Jeopardy Notice Interval.txt	O&P-7-N-31	BLS (PMAP Web site)
October 2000 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Provisioning Jeopardy Notice Interval.txt	O&P-7-O-31	BLS (PMAP Web site)
November 2000 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Provisioning Jeopardy Notice Interval.txt	O&P-7-P-31	BLS (PMAP Web site)
December 2000 Raw Data - Average Jeopardy Notice Interval - BLS Proprietary	Provisioning Jeopardy Notice Interval.txt	O&P-7-Q-31	BLS (PMAP Web site)
November 1999 Raw Data - Percent Missed Installation Appointments - BLS Proprietary	Prov_%_Missed_Installation_Appointments.txt	O&P-7-C-17	BLS (PMAP Web site)
December 1999 Raw Data - Percent Missed Installation Appointments - BLS Proprietary	Prov_%_Missed_Installation_Appointments.txt	O&P-7-D-17	BLS (PMAP Web site)
January 2000 Raw Data - Percent Missed Installation Appointments - BLS Proprietary	Prov % Missed_Installation_Appointments.txt	O&P-7-E-17	BLS (PMAP Web site)
February 2000 Raw Data - Percent Missed Installation Appointments - BLS Proprietary	Provisioning Percent Missed Installation Appointments.txt	O&P-7-G-38	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
March 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary	Provisioning Percent Missed Installation Appointments.txt	O&P-7-H-38	BLS (PMAP Web site)
March 2000 Raw Data – Percent Missed Installation Appointments Re-test Data– BLS Proprietary	GACLECPMI0300.txt	O&P-7-H-38	BLS – Interconnection Operations – CLEC Performance Measurements
April 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary	Provisioning Percent Missed Installation Appointments.txt	O&P-7-I-38	BLS (PMAP Web site)
May 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary	Provisioning Percent Missed Installation Appointments.txt	O&P-7-J-38	BLS (PMAP Web site)
June 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary	Provisioning Percent Missed Installation Appointments.txt	O&P-7-K-38	BLS (PMAP Web site)
July 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary	Provisioning Percent Missed Installation Appointments.txt	O&P-7-L-38	BLS (PMAP Web site)
August 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary	Provisioning Percent Missed Installation Appointments.txt	O&P-7-M-38	BLS (PMAP Web site)
September 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary	Provisioning Percent Missed Installation Appointments.txt	O&P-7-N-38	BLS (PMAP Web site)
October 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary	Provisioning Percent Missed Installation Appointments.txt	O&P-7-O-38	BLS (PMAP Web site)
November 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary	Provisioning Percent Missed Installation Appointments.txt	O&P-7-P-38	BLS (PMAP Web site)
December 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary	Provisioning Percent Missed Installation Appointments.txt	O&P-7-Q-38	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
November 1999 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Prov_Order_Completion_Interval_Distn.txt	O&P-7-C-24	BLS (PMAP Web site)
December 1999 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Prov_Order_Completion_Interval_Distn.txt	O&P-7-D-24	BLS (PMAP Web site)
January 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Prov Order Completion_Interval_Distn.txt	O&P-7-E-24	BLS (PMAP Web site)
February 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Provisioning Order Completion Distribution.txt	O&P-7-G-45	BLS (PMAP Web site)
March 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Provisioning Order Completion Distribution.txt	O&P-7-H-45	BLS (PMAP Web site)
March 2000 Raw Data – Average Completion Interval - Order Completion Interval Re-test Data- BLS Proprietary	GACLECOCI0300.txt	O&P-7-H-45	BLS – Interconnection Operations – CLEC Performance Measurements
April 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Provisioning Order Completion Distribution.txt	O&P-7-I-45	BLS (PMAP Web site)
April 2000 Raw Data – Average Completion Interval - Order Completion Interval Revised Data- BLS Proprietary	GACLECOCI0400.txt	O&P-7-I-45	BLS – Interconnection Operations – CLEC Performance Measurements
May 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Provisioning Order Completion Distribution.txt	O&P-7-J-45	BLS (PMAP Web site)
June 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Provisioning Order Completion Interval Distribution.txt	O&P-7-K-45	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
July 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Provisioning Order Completion Interval Distribution.txt	O&P-7-L-45	BLS (PMAP Web site)
August 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Provisioning Order Completion Interval Distribution.txt	O&P-7-M-45	BLS (PMAP Web site)
September 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Provisioning Order Completion Interval Distribution.txt	O&P-7-N-45	BLS (PMAP Web site)
October 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Provisioning Order Completion Interval Distribution.txt	O&P-7-O-45	BLS (PMAP Web site)
November 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Provisioning Order Completion Interval Distribution.txt	O&P-7-P-45	BLS (PMAP Web site)
December 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary	Provisioning Order Completion Interval Distribution.txt	O&P-7-Q-45	BLS (PMAP Web site)
November 1999 Raw Data – Average Completion Notice Interval – BLS Proprietary	prov_avecompnotint_KPMG_november_rawdata.txt	O&P-7-C-45	BLS (PMAP Web site)
December 1999 Raw Data – Average Completion Notice Interval – BLS Proprietary	Prov Avg Completion Notice Interval.txt	O&P-7-D-45	BLS (PMAP Web site)
January 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary	Prov Avg Completion Notice Interval.txt	O&P-7-E-45	BLS (PMAP Web site)
February 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary	Provisioning Average Completion Notice Interval.txt	O&P-7-G-52	BLS (PMAP Web site)
March 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary	Provisioning Average Completion Notice Interval.txt	O&P-7-H-52	BLS (PMAP Web site)
March 2000 Raw Data – Average Completion Notice Interval Re-test Data – BLS Proprietary	GACLECACNI0300.txt	O&P-7-H-52	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
April 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary	Provisioning Average Completion Notice Interval.txt	O&P-7-I-52	BLS (PMAP Web site)
May 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary	Provisioning Average Completion Notice Interval.txt	O&P-7-J-52	BLS (PMAP Web site)
June 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary	Provisioning Average Completion Notice Interval.txt	O&P-7-K-52	BLS (PMAP Web site)
July 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary	Provisioning Average Completion Notice Interval.txt	O&P-7-L-52	BLS (PMAP Web site)
August 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary	Provisioning Average Completion Notice Interval.txt	O&P-7-M-52	BLS (PMAP Web site)
September 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary	Provisioning Average Completion Notice Interval.txt	O&P-7-N-52	BLS (PMAP Web site)
October 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary	Provisioning Average Completion Notice Interval.txt	O&P-7-O-52	BLS (PMAP Web site)
November 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary	Provisioning Average Completion Notice Interval.txt	O&P-7-P-52	BLS (PMAP Web site)
December 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary	Provisioning Average Completion Notice Interval.txt	O&P-7-Q-52	BLS (PMAP Web site)
February 2000 Raw Data - Coordinated Customer Conversions – BLS Proprietary	Febzxc.xls	O&P-7-G-59	BLS – Interconnection Operations – CLEC Performance Measurements
March 2000 Raw Data - Coordinated Customer Conversions – BLS Proprietary	zxcmar.xls	O&P-7-H-59	BLS – Interconnection Operations – CLEC Performance Measurements
April 2000 Raw Data - Coordinated Customer Conversions – BLS Proprietary	zxcapr.xls	O&P-7-I-59	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
May 2000 Raw Data - Coordinated Customer Conversions - BLS Proprietary	zxcmay.xls	O&P-7-J-59	BLS - Interconnection Operations - CLEC Performance Measurements
September 2000 Raw Data - Coordinated Customer Conversions - BLS Proprietary	Provisioning Coordinated Customer Conversions.txt	O&P-7-N-73	BLS (PMAP Web site)
October 2000 Raw Data - Coordinated Customer Conversions - BLS Proprietary	Provisioning Coordinated Customer Conversions.txt	O&P-7-O-73	BLS (PMAP Web site)
November 2000 Raw Data - Coordinated Customer Conversions - BLS Proprietary	Provisioning Coordinated Customer Conversions.txt	O&P-7-P-73	BLS (PMAP Web site)
December 2000 Raw Data - Coordinated Customer Conversions - BLS Proprietary	Provisioning Coordinated Customer Conversions.txt	O&P-7-Q-73	BLS (PMAP Web site)
October 2000 Raw Data - Coordinated Customer Conversions- Hot Cuts Timeliness - BLS Proprietary	Provisioning CCC Hot Cut Timeliness.txt	O&P-7-O-80	BLS (PMAP Web site)
November 2000 Raw Data - Coordinated Customer Conversions- Hot Cuts Timeliness - BLS Proprietary	Provisioning CCC Hot Cut Timeliness.txt	O&P-7-P-80	BLS (PMAP Web site)
December 2000 Raw Data - Coordinated Customer Conversions- Hot Cuts Timeliness - BLS Proprietary	Provisioning CCC Hot Cut Timeliness.txt	O&P-7-Q-80	BLS (PMAP Web site)
December 1999 Raw Data - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	Prov_Trbls_wi_30_days _Non_Trunks.txt	O&P-7-D-10	BLS (PMAP Web site)
March 2000 Raw Data - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	% Prov. Trouble wi 30 Days CLEC.txt	O&P-7-H-66	BLS (PMAP Web site)
March 2000 Raw Data - Percent Provisioning Troubles within 30 days of Service Order Activity Re-test Data - BLS Proprietary	GACLECTroubles300300.txt	O&P-7-H-66	BLS - Interconnection Operations - CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
April 2000 Raw Data - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	Provisioning Troubles Within 30 Days of Provisioning (Non Trunk).txt	O&P-7-I-66	BLS (PMAP Web site)
May 2000 Raw Data - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	Provisioning Troubles within 30 Days of Provisioning (Non Trunk).txt	O&P-7-J-66	BLS (PMAP Web site)
June 2000 Raw Data - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	Provisioning Troubles within 30 Days of Provisioning (Non Trunk).txt	O&P-7-K-59	BLS (PMAP Web site)
July 2000 Raw Data - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	Provisioning Troubles within 30 days of Provisioning.txt	O&P-7-L-59	BLS (PMAP Web site)
August 2000 Raw Data - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	Provisioning Troubles within 30 days of Provisioning.txt	O&P-7-M-59	BLS (PMAP Web site)
September 2000 Raw Data - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	Provisioning Troubles within 30 days of Provisioning.txt	O&P-7-N-59	BLS (PMAP Web site)
October 2000 Raw Data - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	Provisioning Troubles within 30 days of Provisioning.txt	O&P-7-O-59	BLS (PMAP Web site)
November 2000 Raw Data - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	Provisioning Troubles within 30 days of Provisioning.txt	O&P-7-P-59	BLS (PMAP Web site)
December 2000 Raw Data - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	Provisioning Troubles within 30 days of Provisioning.txt	O&P-7-Q-59	BLS (PMAP Web site)
November 1999 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Tsoct_~1.txt	O&P-7-C-31	BLS - Interconnection Operations - CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
December 1999 Raw Data - Total Service Order Cycle Time - BLS Proprietary	121999~1.txt	O&P-7-D-31	BLS - Interconnection Operations - CLEC Performance Measurements
January 2000 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Prov Total Service Order Cycle Time.txt	O&P-7-E-31	BLS (PMAP Web site)
February 2000 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Provisioning Total Service Order Cycle Time.txt	O&P-7-G-66	BLS (PMAP Web site)
March 2000 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Provisioning Total Service Order Cycle Time.txt	O&P-7-H-73	BLS (PMAP Web site)
March 2000 Raw Data - Total Service Order Cycle Time Re-test Data- BLS Proprietary	GACLECTSOCT0300.txt	O&P-7-H-73	BLS - Interconnection Operations - CLEC Performance Measurements
April 2000 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Provisioning Total Service Order Cycle Time.txt	O&P-7-I-73	BLS (PMAP Web site)
May 2000 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Provisioning Total Service Order Cycle Time.txt	O&P-7-J-73	BLS (PMAP Web site)
June 2000 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Provisioning Total Service Order Cycle Time.txt	O&P-7-K-66	BLS (PMAP Web site)
July 2000 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Provisioning Total Service Order Cycle Time.txt	O&P-7-L-66	BLS (PMAP Web site)
August 2000 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Provisioning Total Service Order Cycle Time.txt	O&P-7-M-66	BLS (PMAP Web site)
September 2000 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Provisioning Total Service Order Cycle Time.txt	O&P-7-N-66	BLS (PMAP Web site)
October 2000 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Provisioning Total Service Order Cycle Time.txt	O&P-7-O-66	BLS (PMAP Web site)
November 2000 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Provisioning Total Service Order Cycle Time.txt	O&P-7-P-66	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
December 2000 Raw Data - Total Service Order Cycle Time - BLS Proprietary	Provisioning Total Service Order Cycle Time.txt	O&P-7-Q-66	BLS (PMAP Web site)
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Mech GA Business under 10.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Mech GA Residence Resale over 10.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Mech GA Residence Resale under 10.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Non-Mech GA Business over 10.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Non-Mech GA Business under 10.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Non-Mech GA Residence Resale under 10.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Non-Mech GA UNE Design under 10.xls (Unbundled Network Elements "UNE")	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Non-Mech GA UNE Loop over 10.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Non-Mech GA UNE Loop under 10.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Non-Mech GA UNE Non-Designs over 10.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Non-Mech GA UNE Non-Designs under 10.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Non-mechanized Residence Greater Than 10.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	Non-mechanized UNE Designs Less than 10 - FL.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	SPECIALS.XLS	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	TRUNKS GREATER THAN 10 CIRCUITS1.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
October 1999 Raw Data - Service Order Accuracy - BLS Proprietary	trunks LESS than 10 circuits1.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
May 2000 Raw Data - Service Order Accuracy - BLS Proprietary	Regula~1.xls	O&P-7-C-52	BLS - Interconnection Operations - CLEC Performance Measurements
November 1999 Report - Percent Rejected Service Requests - Fully Mechanized - BLS Proprietary	%RejectRequestFullyMechanizedCLEC.txt	O&P-7-B-1	BLS (PMAP Web site)
November 1999 Report - Percent Rejected Service Requests - Partially Mechanized - BLS Proprietary	%RejectRequestPrtlyMechanizedCLEC.txt	O&P-7-B-1	BLS (PMAP Web site)
November 1999 Report- Percent Rejected Service Requests - Total Mechanized - BLS Proprietary	%RejectRequestTotalMechanizedCLEC.txt	O&P-7-B-1	BLS (PMAP Web site)
November 1999 Report - Percent Rejected Service Requests - Non-Mechanized - BLS Proprietary	%RejectRequestNonMechanizedCLEC.txt	O&P-7-B-1	BLS (PMAP Web site)
December 1999 Report - Percent Rejected Service Requests - Fully Mechanized - BLS Proprietary	%RejectFullyMechanizedKPMG.txt	O&P-7-A-15	BLS (PMAP Web site)
December 1999 Report - Percent Rejected Service Requests - Partially Mechanized - BLS Proprietary	%RejectPrtlyMechanizedKPMG.txt	O&P-7-A-15	BLS (PMAP Web site)
December 1999 Report - Percent Rejected Service Requests - Total Mechanized - BLS Proprietary	%RejectTotalMechanizedKPMG.txt	O&P-7-A-15	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
December 1999 Report- Percent Rejected Service Requests - Non-Mechanized - BLS Proprietary	%RejectNonMechanizedKPMG.txt	O&P-7-A-15	BLS (PMAP Web site)
January 2000 Report - Percent Rejected Service Requests - Fully Mechanized - BLS Proprietary	%Reject Svc Request Fully Mech CLEC.txt	O&P-7-B-22	BLS (PMAP Web site)
January 2000 Report - Percent Rejected Service Requests - Partially Mechanized - BLS Proprietary	%Reject Svc Request Prtly Mech CLEC.txt	O&P-7-B-22	BLS (PMAP Web site)
January 2000 Report- Percent Rejected Service Requests - Total Mechanized - BLS Proprietary	%Reject Svc Request Total Mech CLEC.txt	O&P-7-B-22	BLS (PMAP Web site)
January 2000 Report- Percent Rejected Service Requests - Non-Mechanized - BLS Proprietary	%Reject Svc Request Non-Mech CLEC.txt	O&P-7-B-22	BLS (PMAP Web site)
February 2000 Report - Percent Rejected Service Requests - Fully Mechanized - BLS Proprietary	%Reject Svc Request Fully Mech CLEC.txt	O&P-7-G-1	BLS (PMAP Web site)
February 2000 Report - Percent Rejected Service Requests - Partially Mechanized - BLS Proprietary	%Reject Svc Request Prtly Mech CLEC.txt	O&P-7-G-1	BLS (PMAP Web site)
February 2000 Report- Percent Rejected Service Requests - Total Mechanized - BLS Proprietary	%Reject Svc Request Total Mech CLEC.txt	O&P-7-G-1	BLS (PMAP Web site)
February 2000 Report- Percent Rejected Service Requests - Non-Mechanized - BLS Proprietary	%Reject Svc Request Non-Mech CLEC.txt	O&P-7-G-1	BLS (PMAP Web site)
March 2000 Report - Percent Rejected Service Requests - Fully Mechanized - BLS Proprietary	%Reject Svc Request Fully Mech CLEC.txt	O&P-7-H-1	BLS (PMAP Web site)
March 2000 Report - Percent Rejected Service Requests - Partially Mechanized - BLS Proprietary	%Reject Svc Request Prtly Mech CLEC.txt	O&P-7-H-1	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
March 2000 Report- Percent Rejected Service Requests - Total Mechanized - BLS Proprietary	%Reject Svc Request Total Mech CLEC.txt	O&P-7-H-1	BLS (PMAP Web site)
March 2000 Report- Percent Rejected Service Requests - Non-Mechanized - BLS Proprietary	%Reject Svc Request Non-Mech CLEC.txt	O&P-7-H-1	BLS (PMAP Web site)
April 2000 Report - Percent Rejected Service Requests - Fully Mechanized - BLS Proprietary	%Reject Svc Request Fully Mech CLEC.txt	O&P-7-I-1	BLS (PMAP Web site)
April 2000 Report - Percent Rejected Service Requests - Partially Mechanized - BLS Proprietary	%Reject Svc Request Prtly Mech CLEC.txt	O&P-7-I-1	BLS (PMAP Web site)
April 2000 Report- Percent Rejected Service Requests - Total Mechanized - BLS Proprietary	%Reject Svc Request Total Mech CLEC.txt	O&P-7-I-1	BLS (PMAP Web site)
April 2000 Report- Percent Rejected Service Requests - Non-Mechanized - BLS Proprietary	%Reject Svc Request Non-Mech CLEC.txt	O&P-7-I-1	BLS (PMAP Web site)
May 2000 Report - Percent Rejected Service Requests - Fully Mechanized - BLS Proprietary	%Reject Svc Request Fully Mech CLEC.txt	O&P-7-J-1	BLS (PMAP Web site)
May 2000 Report - Percent Rejected Service Requests - Partially Mechanized - BLS Proprietary	%Reject Svc Request Prtly Mech CLEC.txt	O&P-7-J-1	BLS (PMAP Web site)
May 2000 Report- Percent Rejected Service Requests - Total Mechanized - BLS Proprietary	%Reject Svc Request Total Mech CLEC.txt	O&P-7-J-1	BLS (PMAP Web site)
May 2000 Report- Percent Rejected Service Requests - Non-Mechanized - BLS Proprietary	%Reject Svc Request Non-Mech CLEC.txt	O&P-7-J-1	BLS (PMAP Web site)
June 2000 Report - Percent Rejected Service Requests - Fully Mechanized - BLS Proprietary	%Reject Svc Request Fully Mech CLEC.txt	O&P-7-K-1	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
June 2000 Report - Percent Rejected Service Requests - Partially Mechanized - BLS Proprietary	%Reject Svc Request Prtly Mech CLEC.txt	O&P-7-K-1	BLS (PMAP Web site)
June 2000 Report- Percent Rejected Service Requests - Total Mechanized - BLS Proprietary	%Reject Svc Request Total Mech CLEC.txt	O&P-7-K-1	BLS (PMAP Web site)
June 2000 Report- Percent Rejected Service Requests - Non-Mechanized - BLS Proprietary	%Reject Svc Request Non-Mech CLEC.txt	O&P-7-K-1	BLS (PMAP Web site)
July 2000 Report - Percent Rejected Service Requests - Fully Mechanized - BLS Proprietary	%Reject Svc Request Fully Mech CLEC.txt	O&P-7-L-1	BLS (PMAP Web site)
July 2000 Report - Percent Rejected Service Requests - Partially Mechanized - BLS Proprietary	%Reject Svc Request Prtly Mech CLEC.txt	O&P-7-L-1	BLS (PMAP Web site)
July 2000 Report- Percent Rejected Service Requests - Total Mechanized - BLS Proprietary	%Reject Svc Request Total Mech CLEC.txt	O&P-7-L-1	BLS (PMAP Web site)
July 2000 Report- Percent Rejected Service Requests - Non-Mechanized - BLS Proprietary	%Reject Svc Request Non-Mech CLEC.txt	O&P-7-L-1	BLS (PMAP Web site)
August 2000 Report - Percent Rejected Service Requests - Fully Mechanized - BLS Proprietary	%Reject Svc Request Fully Mech CLEC.txt	O&P-7-M-1	BLS (PMAP Web site)
August 2000 Report - Percent Rejected Service Requests - Partially Mechanized - BLS Proprietary	%Reject Svc Request Prtly Mech CLEC.txt	O&P-7-M-1	BLS (PMAP Web site)
August 2000 Report- Percent Rejected Service Requests - Total Mechanized - BLS Proprietary	%Reject Svc Request Total Mech CLEC.txt	O&P-7-M-1	BLS (PMAP Web site)
August 2000 Report- Percent Rejected Service Requests - Non-Mechanized - BLS Proprietary	%Reject Svc Request Non-Mech CLEC.txt	O&P-7-M-1	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
September 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary	%Reject Svc Request Fully Mech CLEC.txt	O&P-7-N-1	BLS (PMAP Web site)
September 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary	%Reject Svc Request Prtly Mech CLEC.txt	O&P-7-N-1	BLS (PMAP Web site)
September 2000 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary	%Reject Svc Request Total Mech CLEC.txt	O&P-7-N-1	BLS (PMAP Web site)
September 2000 Report- Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary	%Reject Svc Request Non-Mech CLEC.txt	O&P-7-N-1	BLS (PMAP Web site)
October 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary	%Reject Svc Request Fully Mech CLEC.txt	O&P-7-O-1	BLS (PMAP Web site)
October 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary	%Reject Svc Request Prtly Mech CLEC.txt	O&P-7-O-1	BLS (PMAP Web site)
October 2000 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary	%Reject Svc Request Total Mech CLEC.txt	O&P-7-O-1	BLS (PMAP Web site)
October 2000 Report- Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary	%Reject Svc Request Non-Mech CLEC.txt	O&P-7-O-1	BLS (PMAP Web site)
November 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary	%Reject Svc Request Fully Mech CLEC.txt	O&P-7-P-1	BLS (PMAP Web site)
November 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary	%Reject Svc Request Prtly Mech CLEC.txt	O&P-7-P-1	BLS (PMAP Web site)
November 2000 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary	%Reject Svc Request Total Mech CLEC.txt	O&P-7-P-1	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
November 2000 Report- Percent Rejected Service Requests - Non-Mechanized - BLS Proprietary	%Reject Svc Request Non-Mech CLEC.txt	O&P-7-P-1	BLS (PMAP Web site)
October 2000 Report - Percent Rejected Service Requests - Fully Mechanized - BLS Proprietary	%Reject Svc Request Fully Mech CLEC.txt	O&P-7-Q-1	BLS (PMAP Web site)
October 2000 Report - Percent Rejected Service Requests - Partially Mechanized - BLS Proprietary	%Reject Svc Request Prtly Mech CLEC.txt	O&P-7-Q-1	BLS (PMAP Web site)
October 2000 Report- Percent Rejected Service Requests - Total Mechanized - BLS Proprietary	%Reject Svc Request Total Mech CLEC.txt	O&P-7-Q-1	BLS (PMAP Web site)
October 2000 Report- Percent Rejected Service Requests - Non-Mechanized - BLS Proprietary	%Reject Svc Request Non-Mech CLEC.txt	O&P-7-Q-1	BLS (PMAP Web site)
November 1999 Report - Reject Interval - Fully Mechanized - BLS Proprietary	RejectIntervalFullyMechCLEC.txt	O&P-7-B-8	BLS (PMAP Web site)
November 1999 Report - Reject Interval - Partially Mechanized - BLS Proprietary	RejectIntervalPrtlyMechCLEC.txt	O&P-7-B-8	BLS (PMAP Web site)
November 1999 Report - Reject Interval - Total Mechanized - BLS Proprietary	RejectIntervalTotalMechCLEC.txt	O&P-7-B-8	BLS (PMAP Web site)
November 1999 Report - Reject Interval - Non-Mechanized - BLS Proprietary	RejectIntervalNonMechCLEC.txt	O&P-7-B-8	BLS (PMAP Web site)
December 1999 Report - Reject Interval - Fully Mechanized - BLS Proprietary	RejectIntervalFullyMechanizedKPMG.txt	O&P-7-A-8	BLS (PMAP Web site)
December 1999 Report - Reject Interval - Partially Mechanized - BLS Proprietary	RejectIntervalPrtlyMechanizedKPMG.txt	O&P-7-A-8	BLS (PMAP Web site)
December 1999 Report - Reject Interval - Total Mechanized - BLS Proprietary	RejectIntervalTotMechanizedKPMG.txt	O&P-7-A-8	BLS (PMAP Web site)
December 1999 Report - Reject Interval - Non-Mechanized - BLS Proprietary	RejectIntervalNonMechanizedKPMG.txt	O&P-7-A-8	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
January 2000 Report - Reject Interval - Fully Mechanized - BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-B-29	BLS (PMAP Web site)
January 2000 Report - Reject Interval - Partially Mechanized - BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-B-29	BLS (PMAP Web site)
January 2000 Report - Reject Interval - Total Mechanized - BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-B-29	BLS (PMAP Web site)
January 2000 Report - Reject Interval - Non-Mechanized - BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-B-29	BLS (PMAP Web site)
February 2000 Report - Reject Interval - Fully Mechanized - BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-G-8	BLS (PMAP Web site)
February 2000 Report - Reject Interval - Partially Mechanized - BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-G-8	BLS (PMAP Web site)
February 2000 Report - Reject Interval - Total Mechanized - BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-G-8	BLS (PMAP Web site)
February 2000 Report - Reject Interval - Non-Mechanized - BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-G-8	BLS (PMAP Web site)
March 2000 Report - Reject Interval - Fully Mechanized - BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-H-8	BLS (PMAP Web site)
March 2000 Report - Reject Interval - Partially Mechanized - BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-H-8	BLS (PMAP Web site)
March 2000 Report - Reject Interval - Total Mechanized - BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-H-8	BLS (PMAP Web site)
March 2000 Report - Reject Interval - Non-Mechanized - BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-H-8	BLS (PMAP Web site)
April 2000 Report - Reject Interval - Fully Mechanized - BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-I-8	BLS (PMAP Web site)
April 2000 Report - Reject Interval - Partially Mechanized - BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-I-8	BLS (PMAP Web site)
April 2000 Report - Reject Interval - Total Mechanized - BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-I-8	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
April 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-I-8	BLS (PMAP Web site)
May 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-J-8	BLS (PMAP Web site)
May 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-J-8	BLS (PMAP Web site)
May 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-J-8	BLS (PMAP Web site)
May 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-J-8	BLS (PMAP Web site)
May 2000 Report – Reject Interval – Fully Mechanized Updated Report– BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-J-8	BLS (PMAP Web site)
May 2000 Report – Reject Interval – Partially Mechanized Updated Report – BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-J-8	BLS (PMAP Web site)
May 2000 Report – Reject Interval – Total Mechanized Updated Report – BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-J-8	BLS (PMAP Web site)
May 2000 Report – Reject Interval – Non-Mechanized Updated Report – BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-J-8	BLS (PMAP Web site)
June 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-K-8	BLS (PMAP Web site)
June 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-K-8	BLS (PMAP Web site)
June 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-K-8	BLS (PMAP Web site)
June 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-K-8	BLS (PMAP Web site)
July 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-L-8	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
July 2000 Report - Reject Interval - Partially Mechanized - BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-L-8	BLS (PMAP Web site)
July 2000 Report - Reject Interval - Total Mechanized - BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-L-8	BLS (PMAP Web site)
July 2000 Report - Reject Interval - Non-Mechanized - BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-L-8	BLS (PMAP Web site)
August 2000 Report - Reject Interval - Fully Mechanized - BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-M-8	BLS (PMAP Web site)
August 2000 Report - Reject Interval - Partially Mechanized - BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-M-8	BLS (PMAP Web site)
August 2000 Report - Reject Interval - Total Mechanized - BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-M-8	BLS (PMAP Web site)
August 2000 Report - Reject Interval - Non-Mechanized - BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-M-8	BLS (PMAP Web site)
September 2000 Report - Reject Interval - Fully Mechanized - BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-N-8	BLS (PMAP Web site)
September 2000 Report - Reject Interval - Partially Mechanized - BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-N-8	BLS (PMAP Web site)
September 2000 Report - Reject Interval - Total Mechanized - BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-N-8	BLS (PMAP Web site)
September 2000 Report - Reject Interval - Non-Mechanized - BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-N-8	BLS (PMAP Web site)
October 2000 Report - Reject Interval - Fully Mechanized - BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-O-8	BLS (PMAP Web site)
October 2000 Report - Reject Interval - Partially Mechanized - BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-O-8	BLS (PMAP Web site)
October 2000 Report - Reject Interval - Total Mechanized - BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-O-8	BLS (PMAP Web site)
October 2000 Report - Reject Interval - Non-Mechanized - BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-O-8	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
November 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-P-8	BLS (PMAP Web site)
November 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-P-8	BLS (PMAP Web site)
November 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-P-8	BLS (PMAP Web site)
November 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-P-8	BLS (PMAP Web site)
December 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary	Reject Interval Fully Mech CLEC.txt	O&P-7-Q-8	BLS (PMAP Web site)
December 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary	Reject Interval Partially Mech CLEC.txt	O&P-7-Q-8	BLS (PMAP Web site)
December 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary	Reject Interval Total Mech CLEC.txt	O&P-7-Q-8	BLS (PMAP Web site)
December 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary	Reject Interval Non-Mech CLEC.txt	O&P-7-Q-8	BLS (PMAP Web site)
November 1999 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary	FOCFullyMechanizedCLEC.txt	O&P-7-B-15	BLS (PMAP Web site)
November 1999 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary	FOCPrtlyMechanizedCLEC.txt	O&P-7-B-15	BLS (PMAP Web site)
November 1999 Report – FOC Timeliness – Total Mechanized – BLS Proprietary	FOCTotalMechanizedCLEC.txt	O&P-7-B-15	BLS (PMAP Web site)
November 1999 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary	FOCNonMechanizedCLEC.txt	O&P-7-B-15	BLS (PMAP Web site)
December 1999 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary	FOCFullyMechanizedKPMG.txt	O&P-7-A-1	BLS (PMAP Web site)
December 1999 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary	FOCPrtlyMechanizedKPMG.txt	O&P-7-A-1	BLS (PMAP Web site)
December 1999 Report – FOC Timeliness – Total Mechanized – BLS Proprietary	FOCTotMechanizedKPMG.txt	O&P-7-A-1	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
December 1999 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOCNonMechanizedKPMG.txt	O&P-7-A-1	BLS (PMAP Web site)
January 2000 Report - FOC Timeliness - Fully Mechanized - BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-B-36	BLS (PMAP Web site)
January 2000 Report - FOC Timeliness - Partially Mechanized - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-B-36	BLS (PMAP Web site)
January 2000 Report - FOC Timeliness - Total Mechanized - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-B-36	BLS (PMAP Web site)
January 2000 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-B-36	BLS (PMAP Web site)
February 2000 Report - FOC Timeliness - Fully Mechanized - BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-G-15	BLS (PMAP Web site)
February 2000 Report - FOC Timeliness - Partially Mechanized - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-G-15	BLS (PMAP Web site)
February 2000 Report - FOC Timeliness - Total Mechanized - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-G-15	BLS (PMAP Web site)
February 2000 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-G-15	BLS (PMAP Web site)
March 2000 Report - FOC Timeliness - Fully Mechanized - BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-H-15	BLS (PMAP Web site)
March 2000 Report - FOC Timeliness - Partially Mechanized - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-H-15	BLS (PMAP Web site)
March 2000 Report - FOC Timeliness - Total Mechanized - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-H-15	BLS (PMAP Web site)
March 2000 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-H-15	BLS (PMAP Web site)
April 2000 Report - FOC Timeliness - Fully Mechanized - BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-I-15	BLS (PMAP Web site)
April 2000 Report - FOC Timeliness - Partially Mechanized - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-I-15	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
April 2000 Report - FOC Timeliness - Total Mechanized - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-I-15	BLS (PMAP Web site)
April 2000 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-I-15	BLS (PMAP Web site)
May 2000 Report - FOC Timeliness - Fully Mechanized - BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-J-15	BLS (PMAP Web site)
May 2000 Report - FOC Timeliness - Partially Mechanized - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-J-15	BLS (PMAP Web site)
May 2000 Report - FOC Timeliness - Total Mechanized - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-J-15	BLS (PMAP Web site)
May 2000 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-J-15	BLS (PMAP Web site)
May 2000 Report - FOC Timeliness - Fully Mechanized Updated Report- BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-J-15	BLS (PMAP Web site)
May 2000 Report - FOC Timeliness - Partially Mechanized Updated Report - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-J-15	BLS (PMAP Web site)
May 2000 Report - FOC Timeliness - Total Mechanized Updated Report - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-J-15	BLS (PMAP Web site)
May 2000 Report - FOC Timeliness - Non-Mechanized Updated Report - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-J-15	BLS (PMAP Web site)
May 2000 Report - FOC Timeliness -Revised Updated Reports - BLS Proprietary	CKSfocMay.xls	O&P-7-J-15	BLS - Interconnection Operations - CLEC Performance Measurements
June 2000 Report - FOC Timeliness - Fully Mechanized - BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-K-15	BLS (PMAP Web site)
June 2000 Report - FOC Timeliness - Partially Mechanized - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-K-15	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
June 2000 Report - FOC Timeliness - Total Mechanized - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-K-15	BLS (PMAP Web site)
June 2000 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-K-15	BLS (PMAP Web site)
June 2000 Report - FOC Timeliness - Revised Reports- BLS Proprietary	GAEX 110.2-FOC TEST CLEC JUNE.xls	O&P-7-K-15	BLS - Interconnection Operations - CLEC Performance Measurements
July 2000 Report - FOC Timeliness - Fully Mechanized - BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-L-15	BLS (PMAP Web site)
July 2000 Report - FOC Timeliness - Partially Mechanized - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-L-15	BLS (PMAP Web site)
July 2000 Report - FOC Timeliness - Total Mechanized - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-L-15	BLS (PMAP Web site)
July 2000 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-L-15	BLS (PMAP Web site)
August 2000 Report - FOC Timeliness - Fully Mechanized - BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-M-15	BLS (PMAP Web site)
August 2000 Report - FOC Timeliness - Partially Mechanized - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-M-15	BLS (PMAP Web site)
August 2000 Report - FOC Timeliness - Total Mechanized - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-M-15	BLS (PMAP Web site)
August 2000 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-M-15	BLS (PMAP Web site)
September 2000 Report - FOC Timeliness - Fully Mechanized - BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-N-15	BLS (PMAP Web site)
September 2000 Report - FOC Timeliness - Partially Mechanized - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-N-15	BLS (PMAP Web site)
September 2000 Report - FOC Timeliness - Total Mechanized - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-N-15	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
September 2000 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-N-15	BLS (PMAP Web site)
October 2000 Report - FOC Timeliness - Fully Mechanized - BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-O-15	BLS (PMAP Web site)
October 2000 Report - FOC Timeliness - Partially Mechanized - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-O-15	BLS (PMAP Web site)
October 2000 Report - FOC Timeliness - Total Mechanized - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-O-15	BLS (PMAP Web site)
October 2000 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-O-15	BLS (PMAP Web site)
November 2000 Report - FOC Timeliness - Fully Mechanized - BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-P-15	BLS (PMAP Web site)
November 2000 Report - FOC Timeliness - Partially Mechanized - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-P-15	BLS (PMAP Web site)
November 2000 Report - FOC Timeliness - Total Mechanized - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-P-15	BLS (PMAP Web site)
November 2000 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-P-15	BLS (PMAP Web site)
December 2000 Report - FOC Timeliness - Fully Mechanized - BLS Proprietary	FOC Timeliness Fully Mech CLEC.txt	O&P-7-Q-15	BLS (PMAP Web site)
December 2000 Report - FOC Timeliness - Partially Mechanized - BLS Proprietary	FOC Timeliness Partially Mech CLEC.txt	O&P-7-Q-15	BLS (PMAP Web site)
December 2000 Report - FOC Timeliness - Total Mechanized - BLS Proprietary	FOC Timeliness Total Mech CLEC.txt	O&P-7-Q-15	BLS (PMAP Web site)
December 2000 Report - FOC Timeliness - Non-Mechanized - BLS Proprietary	FOC Timeliness Non-Mech CLEC.txt	O&P-7-Q-15	BLS (PMAP Web site)
December 1999 Report - Speed of Answer in the Ordering Center - BLS and CLEC Proprietary	Speed of Answer in Ordering Center SQM.txt	O&P-7-A-22	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
November 1999 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-C-1	BLS (PMAP Web site)
December 1999 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-D-1	BLS (PMAP Web site)
January 2000 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-E-1	BLS (PMAP Web site)
February 2000 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-G-22	BLS (PMAP Web site)
March 2000 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-H-22	BLS (PMAP Web site)
March 2000 Report – Held Order Interval Re-test Report- BLS Proprietary	CKS Held Order March- April 2000.xls	O&P-7-H-22	BLS – Interconnection Operations – CLEC Performance Measurements
April 2000 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-I-22	BLS (PMAP Web site)
May 2000 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-J-22	BLS (PMAP Web site)
June 2000 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-K-22	BLS (PMAP Web site)
July 2000 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-L-22	BLS (PMAP Web site)
August 2000 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-M-22	BLS (PMAP Web site)
September 2000 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-N-22	BLS (PMAP Web site)
October 2000 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-O-22	BLS (PMAP Web site)
November 2000 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-P-22	BLS (PMAP Web site)
December 2000 Report – Held Order Interval – BLS Proprietary	Held Order Intvl & Mean CLEC.txt	O&P-7-Q-22	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
November 1999 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-C-36	BLS (PMAP Web site)
December 1999 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-D-36	BLS (PMAP Web site)
January 2000 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-E-36	BLS (PMAP Web site)
February 2000 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-G-29	BLS (PMAP Web site)
March 2000 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-H-29	BLS (PMAP Web site)
March 2000 Report – Jeopardy Interval Re-test Report– BLS Proprietary	CKS March CLEC reports GA - Provisioning.xls	O&P-7-H-29	BLS – Interconnection Operations – CLEC Performance Measurements
April 2000 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-I-29	BLS (PMAP Web site)
May 2000 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-J-29	BLS (PMAP Web site)
June 2000 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-K-29	BLS (PMAP Web site)
July 2000 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-L-29	BLS (PMAP Web site)
August 2000 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-M-29	BLS (PMAP Web site)
September 2000 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-N-29	BLS (PMAP Web site)
October 2000 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-O-29	BLS (PMAP Web site)
November 2000 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-P-29	BLS (PMAP Web site)
December 2000 Report – Jeopardy Interval – BLS Proprietary	Jeopardy Interval & % Jeopardy CLEC.txt	O&P-7-Q-29	BLS (PMAP Web site)
November 1999 Report – Percent Missed Installation Appointments – BLS Proprietary	% Missed Installation Appmts CLEC.xls	O&P-7-C-15	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
December 1999 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-D-15	BLS (PMAP Web site)
January 2000 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-E-15	BLS (PMAP Web site)
February 2000 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-G-36	BLS (PMAP Web site)
March 2000 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-H-36	BLS (PMAP Web site)
March 2000 Report - Percent Missed Installation Appointments Re-test Report - BLS Proprietary	CKS March CLEC reports GA - Provisioning.xls	O&P-7-H-36	BLS - Interconnection Operations - CLEC Performance Measurements
April 2000 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-I-36	BLS (PMAP Web site)
May 2000 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-J-36	BLS (PMAP Web site)
June 2000 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-K-36	BLS (PMAP Web site)
July 2000 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-L-36	BLS (PMAP Web site)
August 2000 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-M-36	BLS (PMAP Web site)
September 2000 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-N-36	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
October 2000 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-O-36	BLS (PMAP Web site)
November 2000 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-P-36	BLS (PMAP Web site)
December 2000 Report - Percent Missed Installation Appointments - BLS Proprietary	% Missed Installation Appmts CLEC.txt	O&P-7-Q-36	BLS (PMAP Web site)
November 1999 Report - Order Completion Interval (OCI) - Plain Old Telephone Service (POTS) Dispatch - BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-C-22	BLS (PMAP Web site)
November 1999 Report - Order Completion Interval - POTS Non-Dispatch - BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-C-22	BLS (PMAP Web site)
November 1999 Report - Order Completion Interval - UNE Dispatch - BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-C-22	BLS (PMAP Web site)
November 1999 Report - Order Completion Interval - UNE Non-Dispatch - BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-C-22	BLS (PMAP Web site)
November 1999 Report - Order Completion Interval - Non-UNE Design Dispatch - BLS Proprietary	OCI Non-UNE Design Dispatch CLEC.txt	O&P-7-C-22	BLS (PMAP Web site)
November 1999 Report - Order Completion Interval Non-UNE Design - Non-Dispatch - BLS Proprietary	OCI Non-UNE Design Non-Dspch CLEC.txt	O&P-7-C-22	BLS (PMAP Web site)
December 1999 Report - Order Completion Interval - POTS Dispatch - BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-D-22	BLS (PMAP Web site)
December 1999 Report - Order Completion Interval - POTS Non-Dispatch - BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-D-22	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
December 1999 Report - Order Completion Interval - UNE Dispatch - BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-D-22	BLS (PMAP Web site)
December 1999 Report - Order Completion Interval UNE Non-Dispatch - BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-D-22	BLS (PMAP Web site)
December 1999 Report - Order Completion Interval Non-UNE Design - Dispatch - BLS Proprietary	OCI Non-UNE Design Dispatch CLEC.txt	O&P-7-D-22	BLS (PMAP Web site)
December 1999 Report - Order Completion Interval - Non-UNE Design - Non-Dispatch - BLS Proprietary	OCI Non-UNE Design Non-Dspch CLEC.txt	O&P-7-D-22	BLS (PMAP Web site)
January 2000 Report - Order Completion Interval - POTS Dispatch - BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-E-22	BLS (PMAP Web site)
January 2000 Report - Order Completion Interval - POTS Non-Dispatch - BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-E-22	BLS (PMAP Web site)
January 2000Report - Order Completion Interval - UNE Dispatch - BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-E-22	BLS (PMAP Web site)
January 2000 Report - Order Completion Interval - UNE Non-Dispatch - BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-E-22	BLS (PMAP Web site)
January 2000 Report - Order Completion Interval - Non-UNE Design - Dispatch - BLS Proprietary	OCI Non-UNE Design Dispatch CLEC.txt	O&P-7-E-22	BLS (PMAP Web site)
January 2000 Report - Order Completion Interval - Non-UNE Design - Non-Dispatch - BLS Proprietary	OCI Non-UNE Design Non-Dispatch CLEC.txt	O&P-7-E-22	BLS (PMAP Web site)
February 2000 Report - Order Completion Interval - POTS Dispatch - BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-G-43	BLS (PMAP Web site)
February 2000 Report - Order Completion Interval - POTS Non-Dispatch - BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-G-43	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
February 2000Report - Order Completion Interval - UNE Dispatch - BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-G-43	BLS (PMAP Web site)
February 2000 Report - Order Completion Interval - UNE Non-Dispatch - BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-G-43	BLS (PMAP Web site)
February 2000 Report - Order Completion Interval - Non-UNE Design - Dispatch - BLS Proprietary	OCI Non-UNE Design - Dispatch CLEC.txt	O&P-7-G-43	BLS (PMAP Web site)
February 2000 Report - Order Completion Interval - Non-UNE Design - Non-Dispatch - BLS Proprietary	OCI Non-UNE Design - Non-Dspch CLEC.txt	O&P-7-G-43	BLS (PMAP Web site)
March 2000 Report - Order Completion Interval - POTS Dispatch - BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-H-43	BLS (PMAP Web site)
March 2000 Report - Order Completion Interval - POTS Non-Dispatch - BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-H-43	BLS (PMAP Web site)
March 2000Report - Order Completion Interval - UNE Dispatch - BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-H-43	BLS (PMAP Web site)
March 2000 Report - Order Completion Interval - UNE Non-Dispatch - BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-H-43	BLS (PMAP Web site)
March 2000 Report - Order Completion Interval - Non-UNE Design - Dispatch - BLS Proprietary	OCI Non-UNE Design - Dispatch CLEC.txt	O&P-7-H-43	BLS (PMAP Web site)
March 2000 Report - Order Completion Interval - Non-UNE Design - Non-Dispatch - BLS Proprietary	OCI Non-UNE Design - Non-Dspch CLEC.txt	O&P-7-H-43	BLS (PMAP Web site)
March 2000 Report - Order Completion Interval Re-test Report- BLS Proprietary	CKS March CLEC reports GA - Provisioning.xls	O&P-7-H-43	BLS - Interconnection Operations - CLEC Performance Measurements
April 2000 Report - Order Completion Interval - POTS Dispatch - BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-I-43	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
April 2000 Report - Order Completion Interval - POTS Non-Dispatch - BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-I-43	BLS (PMAP Web site)
April 2000Report - Order Completion Interval - UNE Dispatch - BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-I-43	BLS (PMAP Web site)
April 2000 Report - Order Completion Interval - UNE Non-Dispatch - BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-I-43	BLS (PMAP Web site)
April 2000 Report - Order Completion Interval - Non-UNE Design - Dispatch - BLS Proprietary	OCI Non-UNE Design - Dispatch CLEC.txt	O&P-7-I-43	BLS (PMAP Web site)
April 2000 Report - Order Completion Interval - Non-UNE Design - Non-Dispatch - BLS Proprietary	OCI Non-UNE Design - Non-Dspch CLEC.txt	O&P-7-I-43	BLS (PMAP Web site)
May 2000 Report - Order Completion Interval - POTS Dispatch - BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-J-43	BLS (PMAP Web site)
May 2000 Report - Order Completion Interval - POTS Non-Dispatch - BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-J-43	BLS (PMAP Web site)
May 2000 Report - Order Completion Interval - UNE Dispatch - BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-J-43	BLS (PMAP Web site)
May 2000 Report - Order Completion Interval - UNE Non-Dispatch - BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-J-43	BLS (PMAP Web site)
May 2000 Report - Order Completion Interval - Non-UNE Design - Dispatch - BLS Proprietary	OCI Non-UNE Design - Dispatch CLEC.txt	O&P-7-J-43	BLS (PMAP Web site)
May 2000 Report - Order Completion Interval - Non-UNE Design - Non-Dispatch - BLS Proprietary	OCI Non-UNE Design - Non-Dspch CLEC.txt	O&P-7-J-43	BLS (PMAP Web site)
June 2000 Report - Order Completion Interval - POTS Dispatch - BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-K-43	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
June 2000 Report - Order Completion Interval - POTS Non-Dispatch - BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-K-43	BLS (PMAP Web site)
June 2000 Report - Order Completion Interval - UNE Dispatch - BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-K-43	BLS (PMAP Web site)
June 2000 Report - Order Completion Interval - UNE Non-Dispatch - BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-K-43	BLS (PMAP Web site)
June 2000 Report - Order Completion Interval - Non-UNE Design - Dispatch - BLS Proprietary	OCI Non-UNE Design - Dispatch CLEC.txt	O&P-7-K-43	BLS (PMAP Web site)
June 2000 Report - Order Completion Interval - Non-UNE Design - Non-Dispatch - BLS Proprietary	OCI Non-UNE Design - Non-Dspch CLEC.txt	O&P-7-K-43	BLS (PMAP Web site)
July 2000 Report - Order Completion Interval - POTS Dispatch - BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-L-43	BLS (PMAP Web site)
July 2000 Report - Order Completion Interval - POTS Non-Dispatch - BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-L-43	BLS (PMAP Web site)
July 2000 Report - Order Completion Interval - UNE Dispatch - BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-L-43	BLS (PMAP Web site)
July 2000 Report - Order Completion Interval - UNE Non-Dispatch - BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-L-43	BLS (PMAP Web site)
July 2000 Report - Order Completion Interval - Non-UNE Design - Dispatch - BLS Proprietary	OCI Non-UNE Design - Dispatch CLEC.txt	O&P-7-L-43	BLS (PMAP Web site)
July 2000 Report - Order Completion Interval - Non-UNE Design - Non-Dispatch - BLS Proprietary	OCI Non-UNE Design - Non-Dspch CLEC.txt	O&P-7-L-43	BLS (PMAP Web site)
August 2000 Report - Order Completion Interval - POTS Dispatch - BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-M-43	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
August 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-M-43	BLS (PMAP Web site)
August 2000 Report – Order Completion Interval – UNE Dispatch – BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-M-43	BLS (PMAP Web site)
August 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-M-43	BLS (PMAP Web site)
August 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary	OCI Non-UNE Design - Dispatch CLEC.txt	O&P-7-M-43	BLS (PMAP Web site)
August 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary	OCI Non-UNE Design - Non-Dspch CLEC.txt	O&P-7-M-43	BLS (PMAP Web site)
September 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-N-43	BLS (PMAP Web site)
September 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-N-43	BLS (PMAP Web site)
September 2000 Report – Order Completion Interval – UNE Dispatch – BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-N-43	BLS (PMAP Web site)
September 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-N-43	BLS (PMAP Web site)
September 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary	OCI Non-UNE Design - Dispatch CLEC.txt	O&P-7-N-43	BLS (PMAP Web site)
September 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary	OCI Non-UNE Design - Non-Dspch CLEC.txt	O&P-7-N-43	BLS (PMAP Web site)
October 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-O-43	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
October 2000 Report - Order Completion Interval - POTS Non-Dispatch - BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-O-43	BLS (PMAP Web site)
October 2000 Report - Order Completion Interval - UNE Dispatch - BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-O-43	BLS (PMAP Web site)
October 2000 Report - Order Completion Interval - UNE Non-Dispatch - BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-O-43	BLS (PMAP Web site)
October 2000 Report - Order Completion Interval - Non-UNE Design - Dispatch - BLS Proprietary	OCI Non-UNE Design - Dispatch CLEC.txt	O&P-7-O-43	BLS (PMAP Web site)
October 2000 Report - Order Completion Interval - Non-UNE Design - Non-Dispatch - BLS Proprietary	OCI Non-UNE Design - Non-Dspch CLEC.txt	O&P-7-O-43	BLS (PMAP Web site)
November 2000 Report - Order Completion Interval - POTS Dispatch - BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-P-43	BLS (PMAP Web site)
November 2000 Report - Order Completion Interval - POTS Non-Dispatch - BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-P-43	BLS (PMAP Web site)
November 2000 Report - Order Completion Interval - UNE Dispatch - BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-P-43	BLS (PMAP Web site)
November 2000 Report - Order Completion Interval - UNE Non-Dispatch - BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-P-43	BLS (PMAP Web site)
November 2000 Report - Order Completion Interval - Non-UNE Design - Dispatch - BLS Proprietary	OCI Non-UNE Design - Dispatch CLEC.txt	O&P-7-P-43	BLS (PMAP Web site)
November 2000 Report - Order Completion Interval - Non-UNE Design - Non-Dispatch - BLS Proprietary	OCI Non-UNE Design - Non-Dspch CLEC.txt	O&P-7-P-43	BLS (PMAP Web site)
December 2000 Report - Order Completion Interval - POTS Dispatch - BLS Proprietary	OCI POTS Dispatch CLEC.txt	O&P-7-Q-43	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
December 2000 Report - Order Completion Interval - POTS Non-Dispatch - BLS Proprietary	OCI POTS Non-Dispatch CLEC.txt	O&P-7-Q-43	BLS (PMAP Web site)
December 2000 Report - Order Completion Interval - UNE Dispatch - BLS Proprietary	OCI UNE Dispatch CLEC.txt	O&P-7-Q-43	BLS (PMAP Web site)
December 2000 Report - Order Completion Interval - UNE Non-Dispatch - BLS Proprietary	OCI UNE Non-Dispatch CLEC.txt	O&P-7-Q-43	BLS (PMAP Web site)
December 2000 Report - Order Completion Interval - Non-UNE Design - Dispatch - BLS Proprietary	OCI Non-UNE Design - Dispatch CLEC.txt	O&P-7-Q-43	BLS (PMAP Web site)
December 2000 Report - Order Completion Interval - Non-UNE Design - Non-Dispatch - BLS Proprietary	OCI Non-UNE Design - Non-Dspch CLEC.txt	O&P-7-Q-43	BLS (PMAP Web site)
November 1999 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Interval CLEC.txt	O&P-7-C-43	BLS (PMAP Web site)
December 1999 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Interval CLEC.txt	O&P-7-D-43	BLS (PMAP Web site)
January 2000 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Interval CLEC.txt	O&P-7-E-43	BLS (PMAP Web site)
February 2000 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Intvl CLEC.txt	O&P-7-G-50	BLS (PMAP Web site)
March 2000 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Intvl CLEC.txt	O&P-7-H-50	BLS (PMAP Web site)
March 2000 Report - Average Completion Notice Interval Retest Report- BLS Proprietary	CKS March CLEC reports GA - Provisioning.xls	O&P-7-H-50	BLS - Interconnection Operations - CLEC Performance Measurements
April 2000 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Intvl CLEC.txt	O&P-7-I-50	BLS (PMAP Web site)
May 2000 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Intvl CLEC.txt	O&P-7-J-50	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
June 2000 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Intvl CLEC.txt	O&P-7-K-50	BLS (PMAP Web site)
June 2000 Report - Average Completion Notice Interval Retest Report- BLS Proprietary	GAEX 110.1-ACNI TEST CLEC JUNE.xls	O&P-7-K-50	BLS (PMAP Web site)
July 2000 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Intvl CLEC.txt	O&P-7-L-50	BLS (PMAP Web site)
August 2000 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Intvl CLEC.txt	O&P-7-M-50	BLS (PMAP Web site)
September 2000 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Intvl CLEC.txt	O&P-7-N-50	BLS (PMAP Web site)
October 2000 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Intvl CLEC.txt	O&P-7-O-50	BLS (PMAP Web site)
November 2000 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Intvl CLEC.txt	O&P-7-P-50	BLS (PMAP Web site)
December 2000 Report - Average Completion Notice Interval - BLS Proprietary	Avg Completion Notice Intvl CLEC.txt	O&P-7-Q-50	BLS (PMAP Web site)
February 2000 Report - Coordinated Customer Conversions - BLS Proprietary	ZXC_Coordinated_Customer_Conversions.txt	O&P-7-G-57	BLS (PMAP Web site)
March 2000 Report - Coordinated Customer Conversions - BLS Proprietary	ZXC_Coordinated_Customer_Conversions.txt	O&P-7-H-57	BLS (PMAP Web site)
April 2000 Report - Coordinated Customer Conversions - BLS Proprietary	ZXC_Coordinated_Customer_Conversions.txt	O&P-7-I-57	BLS (PMAP Web site)
May 2000 Report - Coordinated Customer Conversions - BLS Proprietary	ZXC_Coordinated_Customer_Conversions.txt	O&P-7-J-57	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
September 2000 Report - Coordinated Customer Conversions - BLS Proprietary	CCC CLEC.txt	O&P-7-N-71	BLS (PMAP Web site)
October 2000 Report - Coordinated Customer Conversions - BLS Proprietary	CCC CLEC.txt	O&P-7-O-71	BLS (PMAP Web site)
November 2000 Report - Coordinated Customer Conversions - BLS Proprietary	CCC CLEC.txt	O&P-7-P-71	BLS (PMAP Web site)
December 2000 Report - Coordinated Customer Conversions - BLS Proprietary	CCC CLEC.txt	O&P-7-Q-71	BLS (PMAP Web site)
October 2000 Report - Coordinated Customer Conversions- Hot Cuts Timeliness - BLS Proprietary	CCC - Hot Cuts Timeliness CLEC.txt	O&P-7-O-78	BLS (PMAP Web site)
November 2000 Report - Coordinated Customer Conversions- Hot Cuts Timeliness - BLS Proprietary	CCC - Hot Cuts Timeliness CLEC.txt	O&P-7-P-78	BLS (PMAP Web site)
December 2000 Report - Coordinated Customer Conversions- Hot Cuts Timeliness - BLS Proprietary	CCC - Hot Cuts Timeliness CLEC.txt	O&P-7-Q-78	BLS (PMAP Web site)
December 1999 Report - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	% Prov. Trouble within 30 Days CLEC.txt	O&P-7-D-8	BLS (PMAP Web site)
December 1999 Report - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	% Prov. Trouble within 30 Days POTS CLEC.txt	O&P-7-D-8	BLS (PMAP Web site)
March 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity Re-test Report- BLS Proprietary	CKS March CLEC reports GA - Provisioning.xls	O&P-7-H-64	BLS - Interconnection Operations - CLEC Performance Measurements
April 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	% Prov. Trouble wi 30 Days CLEC.txt	O&P-7-I-64	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
May 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	% Prov. Trouble wi 30 Days CLEC.txt	O&P-7-J-64	BLS (PMAP Web site)
June 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	% Prov. Trouble w-i 30 Days CLEC.txt	O&P-7-K-57	BLS (PMAP Web site)
July 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	% Prov. Trouble w-i 30 Days CLEC.txt	O&P-7-L-57	BLS (PMAP Web site)
August 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	% Prov. Trouble w-i 30 Days CLEC.txt	O&P-7-M-57	BLS (PMAP Web site)
September 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	% Prov. Trouble w-i 30 Days CLEC.txt	O&P-7-N-57	BLS (PMAP Web site)
October 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	% Prov. Trouble w-i 30 Days CLEC.txt	O&P-7-O-57	BLS (PMAP Web site)
November 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	% Prov. Trouble w-i 30 Days CLEC.txt	O&P-7-P-57	BLS (PMAP Web site)
December 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity - BLS Proprietary	% Prov. Trouble w-i 30 Days CLEC.txt	O&P-7-Q-57	BLS (PMAP Web site)
November 1999 Report - Total Service Order Cycle Time - Fully Mechanized - BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-C-29	BLS (PMAP Web site)
November 1999 Report - Total Service Order Cycle Time - Partially Mechanized - BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-C-29	BLS (PMAP Web site)
November 1999 Report - Total Service Order Cycle Time - Non-Mechanized - BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-C-29	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
December 1999 Report - Total Service Order Cycle Time - Fully Mechanized - BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-D-29	BLS (PMAP Web site)
December 1999 Report - Total Service Order Cycle Time - Partially Mechanized - BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-D-29	BLS (PMAP Web site)
December 1999 Report - Total Service Order Cycle Time - Non-Mechanized - BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-C-29	BLS (PMAP Web site)
January 2000 Report - Total Service Order Cycle Time - Fully Mechanized - BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-E-29	BLS (PMAP Web site)
January 2000 Report - Total Service Order Cycle Time - Partially Mechanized - BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-E-29	BLS (PMAP Web site)
January 2000 Report - Total Service Order Cycle Time - Non-Mechanized - BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-E-29	BLS (PMAP Web site)
February 2000 Report - Total Service Order Cycle Time - Fully Mechanized - BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-G-64	BLS (PMAP Web site)
February 2000 Report - Total Service Order Cycle Time - Partially Mechanized - BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-G-64	BLS (PMAP Web site)
February 2000 Report - Total Service Order Cycle Time - Non-Mechanized - BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-G-64	BLS (PMAP Web site)
March 2000 Report - Total Service Order Cycle Time - Fully Mechanized - BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-H-71	BLS (PMAP Web site)
March 2000 Report - Total Service Order Cycle Time - Partially Mechanized - BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-H-71	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
March 2000 Report - Total Service Order Cycle Time - Non-Mechanized - BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-H-71	BLS (PMAP Web site)
March 2000 Report - Total Service Order Cycle Time Re-test Report- BLS Proprietary	CKS March CLEC reports GA - Provisioning.xls	O&P-7-H-71	BLS - Interconnection Operations - CLEC Performance Measurements
April 2000 Report - Total Service Order Cycle Time - Fully Mechanized - BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-I-71	BLS (PMAP Web site)
April 2000 Report - Total Service Order Cycle Time - Partially Mechanized - BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-I-71	BLS (PMAP Web site)
April 2000 Report - Total Service Order Cycle Time - Non-Mechanized - BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-I-71	BLS (PMAP Web site)
May 2000 Report - Total Service Order Cycle Time - Fully Mechanized - BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-J-71	BLS (PMAP Web site)
May 2000 Report - Total Service Order Cycle Time - Partially Mechanized - BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-J-71	BLS (PMAP Web site)
May 2000 Report - Total Service Order Cycle Time - Non-Mechanized - BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-J-71	BLS (PMAP Web site)
June 2000 Report - Total Service Order Cycle Time - Fully Mechanized - BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-K-64	BLS (PMAP Web site)
June 2000 Report - Total Service Order Cycle Time - Partially Mechanized - BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-K-64	BLS (PMAP Web site)
June 2000 Report - Total Service Order Cycle Time - Non-Mechanized - BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-K-64	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
July 2000 Report - Total Service Order Cycle Time - Fully Mechanized - BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-L-64	BLS (PMAP Web site)
July 2000 Report - Total Service Order Cycle Time - Partially Mechanized - BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-L-64	BLS (PMAP Web site)
July 2000 Report - Total Service Order Cycle Time - Non-Mechanized - BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-L-64	BLS (PMAP Web site)
August 2000 Report - Total Service Order Cycle Time - Fully Mechanized - BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-M-64	BLS (PMAP Web site)
August 2000 Report - Total Service Order Cycle Time - Partially Mechanized - BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-M-64	BLS (PMAP Web site)
August 2000 Report - Total Service Order Cycle Time - Non-Mechanized - BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-M-64	BLS (PMAP Web site)
September 2000 Report - Total Service Order Cycle Time - Fully Mechanized - BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-N-64	BLS (PMAP Web site)
September 2000 Report - Total Service Order Cycle Time - Partially Mechanized - BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-N-64	BLS (PMAP Web site)
September 2000 Report - Total Service Order Cycle Time - Non-Mechanized - BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-N-64	BLS (PMAP Web site)
October 2000 Report - Total Service Order Cycle Time - Fully Mechanized - BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-O-64	BLS (PMAP Web site)
October 2000 Report - Total Service Order Cycle Time - Partially Mechanized - BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-O-64	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
October 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-O-64	BLS (PMAP Web site)
November 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-P-64	BLS (PMAP Web site)
November 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-P-64	BLS (PMAP Web site)
November 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-P-64	BLS (PMAP Web site)
December 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary	TSOCT Fully Mech CLEC.txt	O&P-7-Q-64	BLS (PMAP Web site)
December 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary	TSOCT Partially Mech CLEC.txt	O&P-7-Q-64	BLS (PMAP Web site)
December 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary	TSOCT Non-Mech CLEC.txt	O&P-7-Q-64	BLS (PMAP Web site)
October 1999 Report – Service Order Accuracy – BLS Proprietary	SOAOCT.xls	O&P-7-C-50	BLS – Interconnection Operations – CLEC Performance Measurements
May 2000 Report – Service Order Accuracy – BLS Proprietary	Service Order Accuracy SQM.txt	O&P-7-C-50	BLS – Interconnection Operations – CLEC Performance Measurements
PMAP Raw Data User Manual – Version 2.0 – December 15, 1999 – BLS Proprietary	Raw Data Documentation v2_0 - December 15.doc	PMR-A-2	BLS (PMAP Web site)
PMAP Raw Data User Manual – Version 2.0 – February 15, 2000 – BLS Proprietary	Raw Data Documentation v2.0.4 - Feb 15 2000.doc	PMR-A-3	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
PMAP Raw Data User Manual - Version 2.04 - April 15, 2000 - BLS Proprietary	Raw Data Documentation v2.0.4 - April 15 2000.doc	PMR-A-4	BLS (PMAP Web site)
PMAP Raw Data User Manual - Version 2.0.4 - May 15, 2000 - BLS Proprietary	Raw Data Documentation 05152000.doc	PMR-A-5	BLS (PMAP Web site)
PMAP Raw Data User Manual - Version 2.0.7 - July 26, 2000 - BLS Proprietary	Raw Data Documentation v2.0.7 - July 26 2000.doc	PMR-A-6	BLS (PMAP Web site)
PMAP Raw Data User Manual - Version 2.0.8 - August 31, 2000 - BLS Proprietary	Raw Data Documentation v2.0.8 - Aug 31 2000.doc	PMR-A-7	BLS (PMAP Web site)
PMAP Raw Data User Manual - Version 2.0.10 - October 11, 2000 - BLS Proprietary	Raw_Data_Documentation_v2.0.10 - Oct11 2000.doc	PMR-A-8	BLS (PMAP Web site)
PMAP Raw Data User Manual - Version 2.0.12 - December 15, 2000 - BLS Proprietary	RDUM v2.0.12 - Dec15 2000 posted.doc	PMR-A-10	BLS (PMAP Web site)
Speed of Answer in the Ordering Center - Instructions - CLEC Proprietary	ASA.doc	O&P-7-A-23	BLS - Interconnection Operations - CLEC Performance Measurements
10/22/99 Georgia SQM documentation - BLS Proprietary	No Electronic Copy	PMR-A-9	BLS (PMAP Web site)
May 2000 Georgia SQM documentation - BLS Proprietary	No Electronic Copy	PMR-A-11	BLS (PMAP Web site)
KCI - Ordering & Provisioning - Evaluation Criteria and Results Table - BLS Proprietary	Table V-7.3.doc	O&P-7-E-57	KCI
KCI - Ordering & Provisioning - Evaluation Criteria and Results Table - Workpaper References - BLS Proprietary	Table V-7.3wp.doc	O&P-7-E-58	KCI
KCI Test Data - BLS Proprietary	ODS Data for Metrics.xls	O&P-7-F-1	KCI

2.4.1 Data Generation/Volumes

The data for this test are the Ordering and Provisioning SQM values reported by BellSouth for the KCI test CLEC, or, if applicable, the CLEC aggregate.

2.5 *Evaluation Methods*

The Evaluation Methods for Ordering and Provisioning Performance Measures Evaluation are described in Section III-F, "Performance Measures Evaluation Overview."

2.6 *Analysis Methods*

The Performance Measures Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the Ordering and Provisioning Performance Measures Evaluation.

3.0 Results Summary

This section identifies the evaluation criteria and test results.

3.1 *Results & Analysis*

The results of this test are presented in the table below. Definitions of evaluation criteria, possible results, and exceptions are provided in Section II.

Table V-7.3: O&P-7 Evaluation Criteria and Results

Test Cross-Reference	Evaluation Criteria	Result	Comments
Percent Rejected Service Requests			
O&P-7-1-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation.
O&P-7-1-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values. Initially, BLS subject matter experts instructed KCI to map the "Combos - Loop and Port (Ordering)" product to the SQM report category "UNE." Following these instructions, KCI was unable to match the BLS-reported values. BLS then directed KCI to map it to "Other" instead. Following these instructions, all

Test Cross-Reference	Evaluation Criteria	Result	Comments
			calculated values matched reported values exactly. See Exceptions 45 and 46 for additional information on this issue. Exceptions 45 and 46 are closed.
O&P-7-1-3	Test data collected by KCI agree with BLS raw data.	Not Complete	The time-stamp data provided by Hewlett Packard (HP) to KCI for "Local service request sent/received" and "reject/clarification requested" did not match BLS raw data for March, April, and May 2000. BLS explained that the TAG discrepancies in many instances were due to the HP listener being down. BLS did not have logs for some of the PONs in March and April, therefore BLS could not address some of the TAG discrepancies. BLS explained that the EDI discrepancies arose because of the wait time between the creation of a record by LEO and its translation into an EDI transaction. Further, BLS explained that this problem in EDI was resolved in June 2000. KCI also compared the HP-provided time stamp data for "Local Service Request sent/received" and "reject/clarification requested" with the corresponding BLS raw data for the months of August through November 2000. KCI found that there were some discrepancies in the LSR sent/received time stamp for both the TAG & EDI interfaces in these months. See Exception 136 and Draft Exception 178 for additional information on this issue. Additionally, KCI could not complete its review of the June and July 2000 data, because BLS included data that did not belong to KCI, in the BLS-provided KCI raw data file.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			These additional data represented volume testing in preparation for the KCI test. Because of the nature of the issue, KCI and BLS do not anticipate this problem reoccuring. KCI also found that certain mechanized PONs and VERs were incorrectly classified as "non-mechanized" in the BLS-reported raw data files for August and September 2000. BLS explained that the identified records were incorrectly classified as "non-mechanized" orders. These records had been submitted electronically, but fell out for manual handling. Therefore, they should have been classified as "partially mechanized." BLS explained that it had taken steps to ensure that "partially mechanized" orders are not incorrectly classified as "non-mechanized" orders.[2] KCI retested these data for October and November 2000, and found no such discrepancies. See Exception 120 for additional information on this issue. Exception 120 is closed.
Reject Interval			
O&P-7-2-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS provides report values for every level of disaggregation, as required by the Georgia SQM documentation. Initially, KCI determined that BLS did not provide report values for the following levels of disaggregation, as required in the 10/22/99 Georgia SQM documentation: Design, UNE Non-Design, and UNE Loop without NP. BLS informed KCI that the 10/22/99 SQM documentation was not specific to Georgia - that is, it is a

[2] BellSouth classified records where the first character of the 'image' field is 0, 1, 2, 3, 4, 5, 6, 7, 8, or 9 as non-mechanized. Any records that do not have a fax image number in the 'image' field are counted as mechanized or partially mechanized, differentiated by the "claimed by" field.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			BLS region-wide document. BLS suggested that KCI use the May 2000 SQM documentation that specifies which levels of disaggregation apply to Georgia and which do not. KCI reviewed the May 2000 documentation, and determined that BLS reported all of the values at every required disaggregation level that the document indicated was appropriate for Georgia reporting. See Exception 74 for additional information on this issue. Exception 74 is closed.
O&P-7-2-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values. Initially, KCI determined that BLS did not provide report values for certain levels of disaggregation (see O&P-7-2-1 comments above). Additionally, BLS revised the methodology for calculating this SQM, and requested that KCI review reports beginning with June 2000. The editions of the Raw Data User Manual from July onward document this new methodology. KCI reviewed the June report and subsequent reports to evaluate reporting accuracy under this new methodology. The KCI-calculated values agree with the BLS values reported beginning with those reported in June. See Exceptions 45, 46, and 74 for additional information on these issues. Exceptions 45, 46 and 74 are closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-7-2-3	Test data collected by KCI agree with BLS raw data.	Not Complete	The time-stamp data provided by Hewlett Packard (HP) to KCI for "Local service request sent/received" and "reject/clarification requested" did not match BLS raw data for March, April, and May 2000. BLS explained that the TAG discrepancies in many instances were due to the HP listener being down. BLS did not have logs for some of the PONs in March and April, therefore BLS could not address some of the TAG discrepancies. BLS explained that the EDI discrepancies arose because of the wait time between the creation of a record by LEO and its translation into an EDI transaction. Further, BLS explained that this problem in EDI was resolved in June 2000. KCI also compared the HP-provided time stamp data for "Local Service Request sent/received" and "reject/clarification requested" with the corresponding BLS raw data for the months of August through November 2000. KCI found that there were some discrepancies in the LSR sent/received time stamp both the TAG& EDI interfaces in these months. See Exception 136 and Draft Exception 178 for additional information on this issue. Additionally, KCI could not complete its review of the June and July 2000 data, because BLS included data that did not belong to KCI, in the BLS-provided KCI raw data file. These additional data represented volume testing in preparation for the KCI test. Because of the nature of the issue, KCI and BLS do not anticipate this problem reoccuring.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			KCI also found that certain mechanized PONs and VERs were incorrectly classified as "non-mechanized" in the BLS-reported raw data files for August and September 2000. BLS explained that the identified records were incorrectly classified as "non-mechanized" orders. These records had been submitted electronically, but fell out for manual handling. Therefore, they should have been classified as "partially mechanized." As noted above, BLS explained that it had taken steps to make sure that "partially mechanized" orders are not incorrectly classified as "non-mechanized" orders.[3] KCI retested for October and November 2000 and found that no such discrepancies existed. See Exception 120 for additional information on this issue. Exception 120 is closed.
Firm Order Confirmation Timeliness			
O&P-7-3-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS provides report values for every level of disaggregation, as required by the Georgia SQM documentation. Initially, KCI determined that BLS did not provide report values for the following levels of disaggregation, as required in the 10/22/99 Georgia SQM documentation: Design, UNE Non-Design, and UNE Loop without NP (see comments for O&P-7-2-1 above). BLS informed KCI that the 10/22/99 SQM documentation was not specific to Georgia - that is, it is a BLS region-wide document. BLS suggested that KCI use the May 2000 SQM documentation that specifies which levels of disaggregation apply to Georgia and which do not.

[3] BellSouth classified records where the first character of the 'image' field is 0, 1, 2, 3, 4, 5, 6, 7, 8, or 9 as non-mechanized. Any records that do not have a fax image number in the 'image' field are counted as mechanized or partially mechanized, differentiated by the "claimed by" field.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			KCI reviewed the May 2000 documentation, and determined that BLS reported all of the values at every required disaggregation level that the document indicated was appropriate for Georgia reporting. See Exception 74 for additional information on this issue. Exception 74 is closed.
O&P-7-3-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values. Initially, KCI determined that BLS did not provide report values for certain levels of disaggregation (see O&P-7-3-1 comments above). Also, KCI was unable to match the KCI-calculated SQM values and the BLS-reported values for a number of months. BLS then informed KCI that the reports for the months prior to May 2000 had been prepared using an improper calculation methodology. BLS revised its calculation methodology beginning with the May 2000 report. KCI reviewed the May report and subsequent reports, and matched the KCI-calculated values and the BLS values in these reports. See Exceptions 23, 46, 62, 74, 90, and 110 for additional information on these issues. Exceptions 23, 46, 62, 74, 90, and 110 are closed.
O&P-7-3-3	Test data collected by KCI agree with BLS raw data.	Not Complete	Initially, the time-stamped data did not match the corresponding BLS raw data for March, April, and May 2000. BLS explained that the TAG discrepancies in many instances

Test Cross-Reference	Evaluation Criteria	Result	Comments
			were due to the HP listener's being down. BLS did not have logs for some of the PONs in March and April, therefore BLS could not address some of the TAG discrepancies. BLS explained that the EDI discrepancies arose because of the wait time between the creation of a record by LEO and its translation into an EDI transaction. Further BLS explained that this problem in EDI was resolved in June 2000. KCI also tested the HP-provided time stamp data for firm order confirmation with the corresponding BLS raw data for the months of August through November 2000. KCI found that there were some discrepancies in the firm order confirmation time stamp during the months of October and November 2000. See Draft Exception 178 for additional information on this issue. Additionally, KCI could not complete its review of the June and July 2000 data because BLS included data that did not belong to KCI in the BLS-provided KCI raw data file. These additional data represented volume testing in preparation for the KCI test. Because of the nature of the issue, KCI and BLS do not anticipate this problem reoccuring.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Speed of Answer in Ordering Center			
O&P-7-4-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an aggregated value for the SQM, as specified in the May 2000 Georgia SQM documentation.
O&P-7-4-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values. Initially, KCI was unable to match the reported values. However, upon clarification of the instructions by BLS, the updated KCI-calculated values agreed with the BLS-reported values. See Exception 23 for additional information on this issue. Exception 23 is closed.
Mean Held Order Interval and Distribution Intervals			
O&P-7-5-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation.
O&P-7-5-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Initially, KCI was unable to match the reported values. However, upon clarification of the instructions, as provided in the February *PMAP Raw Data User Manual*, KCI was able to match all KCI-calculated values to the corresponding BLS-reported values, exactly. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values. See Exception 23 for additional information on this issue. Exception 23 is closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-7-5-3	Test data collected by KCI agree with BLS raw data.	Satisfied	The time-stamp data provided by Hewlett Packard (HP) to KCI for "commitment date" agreed with the corresponding BLS-provided raw data. Initially, the time-stamped data for "commitment date" did not match BLS raw data for March, April, and May 2000. BLS explained that KCI was using the older, inaccurate versions of the raw data files for data comparison purposes. BLS provided KCI with the re-run of the raw data for March, April, and May 2000. KCI then compared the commitment date data between the two sources and found that the commitment date did not match for certain PONs and Service Order Numbers for March, April, and May 2000. BLS explained that the difference arose because of the way the raw data files are populated from the processing systems. Held Order processing methodology states that the last due date that carries a company Missed Appointment code and does not have a subsequent due date should be captured. The held interval is measured as the reporting period end date minus the first company missed date on the service order. The date that should be captured is the original date. Therefore, the dates listed in the BLS raw data are correct. See Exception 113 for additional information on this issue KCI has recommended closure of Exception 113 to the GPSC. KCI also compared the commitment date for the months of June through November 2000. KCI found that the data collected by the test CLEC agreed with the raw data reported

Test Cross-Reference	Evaluation Criteria	Result	Comments
			by BLS for all the months.
Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices			
O&P-7-6-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation.
O&P-7-6-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values. Initially, KCI could not match the BLS-reported values for June. However, BLS provided an updated data file, and KCI recalculated the SQM values. The updated KCI-calculated values matched the BLS-reported values, exactly. See Exception 110 for additional information on this issue. Exception 110 is closed..
O&P-7-6-3	Test data collected by KCI agree with BLS raw data.	Not Complete	Initially, the time-stamped data for "commitment date" provided by Hewlett Packard (HP) to KCI did not match the corresponding BLS raw data for March, April, and May 2000. BLS explained that KCI used the older, inaccurate versions of the raw data files for data comparison purposes. BLS provided KCI with the re-run of the raw data reports for March, April, and May 2000. KCI then compared the commitment date data between the two sources and found that the commitment date did not match for certain PONs and service order numbers for March through November 2000. BLS explained that the reason for the discrepancy was the way in which the raw data files were created. According to BLS, raw data, prior to any exclusions, contains all the

Test Cross-Reference	Evaluation Criteria	Result	Comments
			"CMTT_DATE"s for each service order. The Raw Data User Manual exclusion criteria for "Jeopardy Interval" and "Percent Jeopardy" dictate that the latest "CMTT_DATE" in a group of records be within the given reporting month. The latest record is retained for calculation of the "Jeopardy Interval" and "Percent Jeopardy" measures. If the latest record does not fall within the given month, the entire group of records is excluded from the calculations for that month. If the latest "CMTT_DATE" does fall within the reporting month, it is retained, and all other records in the group are excluded. See Exceptions 113 and 127 for additional information on this issue. KCI has recommended closure of Exceptions 113 and 127 to the GPSC. Further KCI compared the actual date of completion of a service order - "completion date" - between the HP-recorded data and the BLS-reported raw data for the months of March through November 2000. KCI found that the completion date did not match for certain PONs and service order numbers. BLS explained the differences between all the PONs and Service Order Numbers for the months of March through September 2000. For one of the PONs and Service Order Numbers, BLS explained that even though the order was completed in the field, due to system entry error it did not get processed until the following month. BLS will institute procedures to ensure that the record gets counted in the SQM calculation for the month when it is updated in the system.These procedures are expected to be instituted by April

Test Cross-Reference	Evaluation Criteria	Result	Comments
			2001. During the testing of "completion date" for nine months - March through November 2000, this is the only instance that KCI found that a record did not get accounted for in the SQM calculations due to system entry error. See Exception 119 for additional information on this issue. KCI has recommended closure of Exception 119 to the GPSC. BLS is still investigating another PON and service order number in the month of October 2000 where the KCI-collected value for "completion date" did not match the BLS-reported value. See Exception 128 for additional information on this issue.
Percent Missed Installation Appointments			
O&P-7-7-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation.
O&P-7-7-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values.
O&P-7-7-3	Test data collected by KCI agree with BLS raw data.	Satisfied	The time-stamp data provided by Hewlett Packard (HP) to KCI for "commitment date" agreed with the corresponding BLS-provided raw data. Initially, the time-stamped data for "commitment date" did not match BLS raw data for March, April, and May 2000. BLS explained that KCI was using the older inaccurate versions of the raw data files for data comparison purposes. BLS provided KCI with the re-run of the raw data for March,

Test Cross-Reference	Evaluation Criteria	Result	Comments
			April, and May 2000. KCI then compared the commitment date data between the two sources and found that it did not match for certain PONs and service order numbers for March, April, and May 2000. KCI also compared the commitment dates for the months of June through November 2000, and found discrepancies for these months as well. BLS explained that the discrepancies were due to the way in which raw data files are created. According to the Business Rules section of the SQM for Percent Missed Installation (PMI) Appointments, the first "CMTT_DATE" (original due date) on the service order is used in the PMI calculation. Records with a SO_CMTT_TYPE_CD = 1 represent the original due date (CMTT_DATE) for a service order. The exclusion criteria, which only select records with a SO_CMTT_TYPE_CD = 1, are included as part of the program code used to generate PMI raw data. See Exceptions 113 and 127 for additional information on this issue. KCI has recommended closure of Exceptions 113 and 127 to the GPSC. Further KCI compared the actual date of completion of a service order - "completion date" - between the HP-recorded data and the BLS-reported raw data for the months of March through November 2000. KCI found that the KCI-collected data agreed with the BLS-reported raw data.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Average Completion Interval / Order Completion Interval Distribution			
O&P-7-8-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation.
O&P-7-8-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Initially, KCI was unable to match the KCI-calculated SQM values to the BLS-reported values in several months' reports. BLS then informed KCI that the reports for the months prior to March 2000 were not calculated properly. KCI received additional information (revised data and SQM reports for March 2000), and verified BLS calculations for this month. Additionally, KCI had been initially unable to replicate the BLS-reported values for the month of April 2000. BLS then provided revised computation instructions, and KCI recalculated its SQM values. The updated KCI-calculated values matched the BLS-reported values, exactly. See Exceptions 46, 62, and 90 for additional information on this issue. Exceptions 46, 62, and 90 are closed.
O&P-7-8-3	Test data collected by KCI agree with BLS raw data.	Satisfied	The time-stamp data provided by Hewlett Packard (HP) to KCI for "commitment date" agreed with the corresponding BLS-provided raw data. Initially, the time-stamped data for "commitment date" did not match BLS raw data for March, April, and May 2000. BLS explained that KCI was using the older inaccurate versions of the raw data files for data comparison purposes. BLS provided KCI with

Test Cross-Reference	Evaluation Criteria	Result	Comments
			the re-run of the raw data for March, April, and May 2000. KCI then compared the commitment date data between the two sources and found that the commitment date agreed for March, April, and May 2000. KCI also compared the commitment date for the months of June through November 2000, and found that the data from the two sources agreed. Further KCI compared the actual date of completion of a service order - "completion date" - between the HP-recorded data and the BLS-reported raw data for the months of March through September 2000. KCI found that the completion date collected by KCI matched the data reported by BLS.
Average Completion Notice Interval			
O&P-7-9-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation. The reports also disaggregate further than is required, by Dispatch/No Dispatch.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-7-9-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values. Initially, KCI could not match the BLS-reported values for June. BLS provided an updated report, and the KCI-calculated values matched these revised BLS-reported values, exactly. See Exception 110 for additional information on this issue. Exception 110 is now closed.
O&P-7-9-3	Test data collected by KCI agree with BLS raw data.	Satisfied	KCI compared the actual date of completion of a service order - "completion date" - between the HP-recorded data and the BLS-reported raw data for the months of March through November 2000. KCI found that the data from the two sources agreed.
Coordinated Customer Conversions			
O&P-7-10-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation.
O&P-7-10-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	Initially, KCI was unable to match the KCI-calculated SQM values to the BLS-reported values for the March and May 2000 periods. BLS then provided KCI with additional data for March (with which KCI recalculated its SQM values) and an updated report for May. The updated KCI-calculated values matched the BLS-reported values for March, and the KCI-calculated values matched the updated BLS-reported values for May. See Exceptions 90 and 100 for additional information on these issues. Exceptions 90 and 100 are now closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Percent Provisioning Troubles within 30 days of Service Order Activity			
O&P-7-11-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation.
O&P-7-11-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS for March 2000 through September 2000. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values for these months. Initially, KCI was unable to match the KCI-calculated SQM values to the BLS-reported values. BLS then informed KCI that the raw data were incomplete and that the remaining data could not be provided for months prior to March 2000. KCI has confirmed that BLS accurately calculated and reported these SQM values for months beginning with March 2000 through September 2000. However, KCI was unable to attempt replication for October 2000 due to insufficient data provided by BLS. The BLS-provided Order Completion Interval data file for October 2000 was missing two fields that are referenced in the November 15, 2000 Raw Data Users Manual, which KCI used to attempt replication for the month in question. BLS responded that the November 15, 2000 Raw Data Users Manual erroneously included two additional fields that were not needed in the calculation the SQM. KCI was instructed to use the December 15, 2000 Raw Data Users Manual for its analysis. KCI has confirmed that BLS accurately calculated and reported the SQM values for the month of October 2000. Additionally, KCI has

Test Cross-Reference	Evaluation Criteria	Result	Comments
			confirmed the BLS-reported values for this SQM, for the months of November and December 2000. See Exceptions 23 and 123 for additional information on these issues. Exceptions 23 and 123 are closed.
Total Service Order Cycle Time			
O&P-7-12-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation.
O&P-7-12-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	Initially, KCI was unable to match the reported values for months prior to August 2000. However, upon receipt of revised instructions, as provided in the May *PMAP Raw Data User Manual (* later revised again in the October 2000 *Manual),* KCI was able to match all KCI-calculated values and to the corresponding BLS-reported values, exactly. See Exceptions 46, 62, and 111 for additional information on these issues. Exceptions 46, 62, and 111 are closed.
O&P-7-12-3	Test data collected by KCI agree with BLS raw data.	Satisfied	The time-stamped data for "commitment date" provided by Hewlett Packard (HP) to KCI did not match BLS raw data for March, April, and May 2000. BLS explained that KCI was using the older inaccurate versions of the raw data files for data comparison purposes. BLS provided KCI with the re-run of the raw data for March, April, and May 2000. KCI then compared the commitment date data between the two sources and found that the commitment date from the two sources matched. KCI also compared the commitment date for the months of June through November 2000, and found no

Test Cross-Reference	Evaluation Criteria	Result	Comments
			discrepancies for these months. Further KCI compared the actual date of completion of a service order - "completion date" - between the HP-recorded data and the BLS-reported raw data for the months of March through November 2000. KCI found that the data from the two sources agreed.
Service Order Accuracy			
O&P-7-13-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation. Initially, KCI determined that BLS did not report values at the Dispatch/Not Dispatch levels of disaggregation, as required by the 10/22/99 Georgia SQM documentation BLS informed KCI that the 10/22/99 SQM documentation was not specific to Georgia - that is, it is a BLS region-wide document. BLS suggested that KCI use the May 2000 SQM documentation that specifies which levels of disaggregation apply to Georgia and which do not. KCI reviewed the May 2000 documentation, and determined that BLS reported all of the values at every required disaggregation level that the document indicated was appropriate for Georgia reporting. See Exception 74 for additional information on this issue. Exception 74 is closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-7-13-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values. Initially, KCI determined that BLS did not provide report values for certain levels of disaggregation (see O&P-7-13-1 comments above). Additionally, KCI was initially unable to match the KCI-calculated SQM value to the BLS-reported value for Mechanized <10 Circuits - Resale Residence Orders Reviewed. BLS subsequently updated their SQM report. Using the updated report, KCI was able to match the calculations in the revised report exactly. KCI also conducted a review of the June SQM data and report, and determined that the KCI-calculated SQM values agreed with BLS-reported SQM values, exactly. See Exceptions 64 and 74 for additional information on these issues. Exceptions 64 and 74 are closed.

Table V-7.4 shows the raw data values in the KCI-generated and BellSouth-reported data that do not match, as identified in the Data Comparison.[4]

[4] The discrepancies identified in this table reflect discrepancies that could not be accounted for by the following known factors:

(a) The HP clock is based on the eastern time zone and BellSouth clock is based on the central time zone, leading to a time difference of 60 minutes between the HP clock and the BellSouth clock;

(b) The HP system clock is one minute and eight seconds behind the BellSouth system clock.

(c) Transactions through the EDI servers have a 30 minute batch processing time for both the incoming and outgoing transactions, which theoretically could introduce a discrepancy of up to 60 minutes.

KCI has also included an additional two minutes leeway to account for problems not related to BellSouth's operations, before listing the values in the table below. Additionally, any time taken by BellSouth to review the transactions submitted by HP (for Firm Order Confirmation) would be reflected in the time stamps recorded by BellSouth and reported in the PMAP raw data.

Table V-7.4: Details of Results

Test Cross-Reference	Month	Account Identifier (PON)	Account Identifier (VER / Service Order Number)	KCI-Reported	BellSouth-Reported
O&P-7-1-3 O&P-7-2-3 (Local Service Request Sent/ Received Time stamp	August	305R222PEH000001	0	8/25/00 11:45 AM	8/28/00 4:15 PM
	August	318R112PEH000001	0	8/28/00 4:56 PM	8/28/00 5:01 PM
	August	320R212PEH000001	0	8/28/00 4:53 PM	8/28/00 5:01 PM
	August	399R213PEM100001	1	8/28/00 3:55 PM	8/28/00 4:15 PM
	September	307R122PEF000003	0	9/14/00 10:27 AM	9/14/00 1:15 PM
	September	409R223PEM100001	0	9/13/00 4:16 PM	9/13/00 5:00 PM
	October	302R312PEF000006	0	10/12/00 3:35 PM	10/13/00 7:45 AM
	October	309R122PTH001001	1	10/2/00 10:36 AM	10/2/00 10:06 AM
	October	320R212PTH102017	3	10/20/00 11:03 AM	10/20/00 11:22 AM
	November	317R122PEH001002	0	11/13/00 4:34 PM	11/9/00 1:15 PM
	November	309R122PEH002002	0	11/13/00 4:38 PM	11/10/00 12:3 PM
O&P-7-1-3 & O&P-7-2-3 (Reject / Clarification Requested Time stamp	October	319R122PTH002004	0	10/17/00 3:15 PM	10/17/00 1:38 PM
	October	320R212PTH101017	0	10/17/00 3:15 PM	10/17/00 1:30 PM
	October	320R212PTH102017	0	10/19/00 6:48 AM	10/18/00 5:21 PM
	October	320R212PTF100008	0	10/23/00 11:50 AM	10/23/00 10:47 AM
	October	454R126PTF001002	0	10/25/00 11:47 AM	10/26/00 6:27 AM
	October	307R222PTH100009	0	10/25/00 11:47 AM	10/25/00 4:32 AM
	November	318R112PEH101007	0	11/10/00 7:21 AM	11/10/00 8:55 AM
O&P-7-3-3 Firm Order Confirmation Time stamp	October	302R312PEH000003	0	10/11/00 4:55 PM	10/10/00 5:41 PM
	October	301R112PEF000001	2	10/10/00 11:43 AM	10/9/00 4:30 PM
	October	305R112PTF102002	6	10/10/00 11:43 AM	10/10/00 8:00 AM
	October	409R223PEM101001	0	10/11/00 4:55 PM	10/11/00 10:47 AM
	October	404R223PTM102001	0	10/12/00 6:16 AM	10/11/00 9:02 AM
	November	302R312PTH001002	6	12/1/00 1:15 PM	11/30/00 2:50 PM
	November	303R222PTH000011	1	12/1/00 7:29 AM	11/30/00 3:07 PM
O&P-7-6-3 Completion Date	October	324R112PEH000003	CO33BBN0	10/13/00	None

H. Test Results: EDI Documentation Evaluation (O&P-8)

1.0 Description

The EDI Documentation Evaluation (O&P-8) was an operational review of the documentation developed by BellSouth to provide support to Competitive Local Exchange Carriers (CLECs) carrying out the business processes of ordering through BellSouth's Operational Support Systems (OSS).

This test was a high-level review to determine the degree to which documentation prepared and distributed by BellSouth was subject to acceptable management and business practices, as defined in the evaluation criteria. The evaluation was not a comprehensive review of the content accuracy of all BellSouth OSS-related documentation. Rather, it focused primarily on the ordering business rules. The Georgia Public Service Commission's (GPSC) May 20, 1999 Order authorizing third-party testing did not call for development of an EDI order interface; therefore, documentation pertaining to interface development (e.g., Local Exchange Ordering [LEO] Guide 4) was not formally reviewed.

2.0 Methodology

This section summarizes the test methodology.

2.1 Business Process Description

Instructions for using the EDI interface are available to CLECs in training classes and in documentation provided by BellSouth. BellSouth provides ordering documentation to define the order business rules, field formats, required fields, Universal Service Order Codes (USOCs), tariffs and error messages associated with the Local Service Request (LSR) form. In addition to the documentation provided during training, BellSouth posts order documentation on its Web site at www.interconnection.bellsouth.com/guides/guides/html. Notifications of updates to the documents are provided via Carrier Notifications, which are posted on the BellSouth Web site prior to actual delivery of a revised version of the document. In addition, Carrier Notifications provide CLECs with BellSouth operations information such as system downtime and holiday hours of operation.

See Section V, "Ordering & Provisioning Overview" for a description of the ordering process at BellSouth.

2.2 Scenarios

The scenarios developed for the EDI Ordering Functional Test (O&P-1) were used to evaluate BellSouth business rules documentation.

2.3 *Test Targets & Measures*

The test targets were the availability, organization, usability, comprehensiveness, and accuracy of the documentation. Sub-processes, functions, and evaluation criteria are summarized in the following tables. The last column "Test Cross Reference" indicates where the particular measures are addressed in Section 3.1 "Results and Analysis."

Table V-8.1: Test Target Cross Reference

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
EDI Order Documentation	Release Management	Existence and adequacy of the update process Availability of document(s)	O&P-8-1-1 O&P-8-1-2 O&P-8-1-3 O&P-8-1-4 O&P-8-1-5
	Document Structure and Format	Existence of structural elements Completeness of data	O&P-8-2-1 O&P-8-2-2 O&P-8-2-3 O&P-8-2-4 O&P-8-2-5 O&P-8-2-6 O&P-8-2-7 O&P-8-2-8 O&P-8-2-9
	Document Content	Accuracy of document(s) Content of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3
	Document Accuracy	Accuracy of document(s)	O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Submit an Order	Create and send order in LSR format	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
	Receive acknowledgement	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive Firm Order Confirmation (FOC)/error/reject notification	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Send Expedited Order Transaction	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Submit an Error	Create and send order in LSR format	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive acknowledgement	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
	Receive planned error/reject notification	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Correct errors	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive FOC	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Supplement an Order	Create and send supplement transactions	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive acknowledgement	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
	Receive FOC/error/reject notification	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Correct errors	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Re-send supplement	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive FOC	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Pre-Order/Order Integration	Populate integration orders with information returned from designated pre-order response	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
	Submit integration orders	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive acknowledgement	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive error/reject notification	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Correct error(s)	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Re-send integration order	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
	Receive FOC	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Receive Completion Notice (CN)	Receive CN transaction	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Receive Jeopardy Notification	Receive Jeopardy Notification transaction	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Check Service Order Status	Check Service Order Status	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5

2.4 Data Sources

The data collected for the test are summarized in the table below.

Table V-8.2: Data Sources for O&P-8

Document	File Name	Location in Work Papers	Source
Local Exchange Ordering Guide Volume 1 Version 7J	O&P8_LEO Guide Vol. 1 Issue 7J.pdf	O&P-8-A-Disk 5	BLS
Local Exchange Ordering Guide Volume 1 Version 7K	O&P8_LEO Guide Vol. 1 Issue 7K.pdf	O&P-8-B-1	BLS
Local Exchange Ordering Guide Volume 1 Version 7L	No Electronic Copy	O&P-8-A-Disk 25	BLS
Local Exchange Ordering Guide Volume 1 Version 7M	No Electronic Copy	O&P-8-A-Disk 25	BLS
Local Exchange Ordering Guide Volume 1 Version 7N	O&P8_LEO Guide Vol. 1 Issue 7N.pdf	O&P-8-A-Disk 2	BLS
Local Exchange Ordering Guide Volume 1 Version 7O	O&P8_LEO Guide Vol. 1 Issue 7O.pdf	O&P-8-A-Disk 9	BLS
Local Exchange Ordering Guide Volume 1 Version 7P	O&P8_LEO Guide Vol. 1 Issue 7P.pdf	O&P-8-A-Disk 10	BLS
Local Exchange Ordering Guide Volume 1 Version 7Q	O&P8_LEO Guide Vol. 1 Issue 7Q.pdf	O&P-8-A-Disk 15	BLS
Local Exchange Ordering Guide Volume 1 Version 7U	O&P8_LEO Guide Vol. 1 Issue 7U.pdf	O&P-8-A-Disk 24	BLS
Local Exchange Ordering Guide Volume 1 Version 7R	O&P8_LEO IG Volume 1 Issue 7R.pdf	O&P-8-A-Disk 18	BLS
Local Exchange Ordering Guide Volume 1 Version 7S	O&P8_LEO IG (Volume 1) Issue 7S.pdf	O&P-8-A-Disk 21	BLS
Local Exchange Ordering Guide Volume 1 Version 7T	O&P8_LEO IG (Volume 1) Issue 7T.pdf	O&P-8-A-Disk 23	BLS
Local Exchange Ordering Guide Volume 2 Issue 6B	O&P8_LEO Guide Vol. 2 Issue 6B.pdf	O&P-8- C-1	BLS
Local Exchange Ordering Guide Volume 2 Issue 6C	O&P8_LEO Guide Vol. 2 Issue 6C.pdf	O&P-8-A-Disk 16	BLS
Local Exchange Ordering Guide Volume 2 Issue 6D	O&P8_LEO IG Volume2_Issue 6d.pdf	O&P-8-A-Disks 22 & 23	BLS
Local Exchange Ordering Guide Volume 3 Issue 3A	O&P8_LEO Guide Vol. 3 Issue 3A.pdf	O&P-8-A-Disk 3	BLS
Local Exchange Ordering Guide Volume 3 Issue 3b	O&P8_LEO IG Vol 3_Issue 3b.pdf	O&P-8-A-Disk 17	BLS
Local Number Portability Ordering Guide Issue 1A	O&P8_LNP Ordering Guide Issue 1A.pdf	O&P-8-A-Disk 3	BLS
Local Number Portability Ordering Guide Issue 1B	O&P8_LNP Ordering Guide Issue 1B.pdf	O&P-8-A-Disk 3	BLS

Document	File Name	Location in Work Papers	Source
Local Number Portability Ordering Guide Issue 2	O&P8_LNP Ordering Guide Issue 2.pdf	O&P-8-A-Disk 8	BLS
Local Number Portability Reference Guide Issue 2b	O&P8_LNP Reference Guide Issue 2b.pdf	O&P-8-A-Disk 14	BLS
Local Number Portability Reference Guide Issue 2c	O&P8_LNP Reference Guide Issue 2c.pdf	O&P-8-A-Disk 18	BLS
Local Number Portability Reference Guide Issue 2d	O&P8_LNP Reference Guide_Issue 2d.pdf	O&P-8-A-Disk 21	BLS
Facility Based Activation Requirements Issue 1A	O&P8_Facility Based Act Rqmts Issue 1A.pdf	O&P-8-A-Disk 1	BLS
Facility Based Advisory Guide Issue 4.1	O&P8_Facility Based Adv Guide Issue 41.pdf	O&P-8-A-Disk 26	BLS
CLEC Service Order Tracking System User's Guide Issue 2	O&P8_SOTS Issue 2.pdf	O&P-8-A-Disk 6	BLS
CLEC Service Order Tracking System User's Guide Issue 3	O&P8_SOTS Issue 3.pdf	O&P-8-A-Disk 13	BLS
CLEC Service Order Tracking System User's Guide Issue 5	CLEC Service Order Tracking System User's Guide Issue 5.pdf	O&P-8-A-Disk 19 &20	BLS
Pending Service Order Job Aid	O&P8_Pending Service Order Job Aid.pdf	O&P-8-A-Disk 9	BLS
Pending Order Status Job Aid Version 1B	Pending Order Status Job Aid.pdf	O&P-8-A-Disk 15	BLS
Products and Services Interval Guide Issue 2B	Products and Services Interval Guide Issue 2B.pdf	O&P-8-A-Disk 8	BLS
Products and Services Interval Guide Issue 3	BellSouth Products and Services Interval Guide_Issue3.pdf	O&P-8-A-Disk 17	BLS
Local Service Request (LSR) Error Messages (TCIF 7) Version 6.0	O&P8_Local Service Request (LSR) Error Messages (TCIF 7) Version 6.0.pdf	O&P-8-A-Disk 26	BLS
Local Service Request (LSR) Error Messages (TCIF 7) Version 6.1	Local Service Request (LSR) Error Messages (TCIF 7) Version 6.1.pdf	O&P-8-A-Disk 7	BLS
Local Service Request (LSR) Error Messages (TCIF 7) Version 6.4	LSR Error Messages TCIF_7 Release 6.4.pdf	O&P-8-A-Disk 17	BLS
Local Service Request (LSR) Error Messages (TCIF 7) Version 7.2	LSR Error Messages Ver 72 tcif7.pdf	O&P-8-A-Disk 23	BLS
Work Aid for Ordering Complex Services Issue 3E	BellSouth Work Aid for Ordering Complex Services_Issue 3E.pdf	O&P-8-A-Disk 17	BLS

Document	File Name	Location in Work Papers	Source
BellSouth Pre-Order and Ordering Overview Issue 1	BellSouth Pre-Order and Ordering Overview Issue 1.pdf	O&P-8-A-Disk 11	BLS
BellSouth Start-Up Guide Issue 1	BellSouth Start-Up Guide Issue 1.pdf	O&P-8-D-1	BLS
BellSouth Operational Understanding Guide Issue 1	BellSouth Operational Understanding Guide Issue 1.pdf	O&P-8-A-Disk 8	BLS
Carrier Notifications (EDI related)	No Electronic Copy	O&P-8-A-30 to 38	BLS
Evaluation Checklists	O&P8_Documentation Checklist.xls	O&P-8-A-39	KCI
LEO Guide Volumes 1, 2, 3 Interview Report	O&P8_BLS Interview Report LEOs 1 2 3.doc	O&P-8-A-7	KCI
LNP Ordering Guide Interview Report	O&P8_BLS Interview Report LNP Ordering Guide.doc	O&P-8-A-8	KCI
AT&T Interview Report	O&P8_AT&T Interview Report .doc	O&P-8-A-9 & 10	KCI
Mpower Interview Report	O&P8_Mpower Interview Report.doc	O&P-8-A-4	KCI
NextLink Interview Report	No Electronic Copy	O&P-8-A-5	KCI
Documentation Issues Log	No Electronic Copy	O&P-8-A-3	KCI

2.4.1 *Data Generation/Volumes*

This test relied on input from KCI subject matter experts who reviewed BellSouth ordering documentation in order to conduct the EDI Functional Test (O&P-1), as well as structured reviews of the format of the documentation and interviews with BellSouth and CLEC personnel.

2.5 *Evaluation Methods*

Operational analysis techniques were used to evaluate BellSouth documentation. Prior to the initiation of the test, evaluation checklists were created to facilitate a structured review of documentation based on standard criteria set forth in the *Master Test Plan.* KCI performed a structured review of BellSouth documentation, visited Web sites where documentation is posted, conducted interviews with BellSouth and CLEC personnel, and verified the accuracy of documentation during functional tests of BellSouth's Electronic Data Interchange (EDI). The documentation review undertaken during the course of EDI ordering functional testing (O&P-1) allowed for evaluation of the accuracy and usability of the documentation in a functional business environment.

BellSouth revised documents several times during the course of testing. Newly released or revised documents essential to functional testing activity were reviewed expeditiously and in-depth to allow functional testing to continue with minimal interruption.

The test methodology of the documentation evaluation was to review BellSouth documentation for conformance to a pre-defined checklist of expected characteristics. Further, an "incident report" template was created to document occurrences of inconsistencies, errors, or unclear language that were identified during the test. Errors were discussed with BellSouth during the course of the test. Exceptions were filed for documentation errors, inconsistencies, or instances of unclear language that were deemed to have a potentially significant impact on a CLEC's ability to conduct business operations.

Documentation was examined for quality of structure, existence of acceptable management procedures, and quality of content using pre-defined checklists.

2.6 Analysis Methods

The EDI Documentation Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the test.

The data collected from documentation reviews and interviews with BellSouth and CLECs were analyzed employing the evaluation criteria referenced above. Data analyzed for this report include test results collected through February 26, 2001.

3.0 Results Summary

This section identifies the evaluation criteria and test results.

3.1 Results & Analysis

The results of this test are presented in the table below. Definitions of evaluation criteria, possible results, and exceptions are provided in Section II.

Table V-8.3: Evaluation Criteria and Results[1]

Test Cross-Reference	Evaluation Criteria	Result	Comments
Release Management			
O&P-8-1-1	BLS documentation is readily available via the BellSouth Web site or in hardcopy.	Satisfied	KCI was able to obtain ordering documentation readily on the BLS Web site and/or in hard copy.
O&P-8-1-2	BLS makes updates to documents readily available to the CLECs.	Satisfied	KCI was able to obtain ordering documentation updates via the BLS Web site. During KCI's initial testing documentation omissions were discovered. The *Facility Based Advisory Guide* updates had not been posted to the BLS Web site. This document, however, is no longer available and has been replaced by *The BellSouth Start-Up Guide*, which has been posted on the BLS Web site.
O&P-8-1-3	Training is available for use of documentation.	Satisfied	KCI received training on the use of ordering documentation while attending BLS training courses.
O&P-8-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	Satisfied	KCI's initial interviews indicated that BLS did not have an internally documented process and procedure for developing, updating, and correcting documentation. In response to this deficiency, KCI issued Exception 53. To address this issue, BLS created a Quality Documentation Review process. KCI verified through documentation reviews that the procedures for developing, updating, and correcting documentation are clearly defined. See Exception 53 for additional information on this issue. Exception 53 is now closed.

1 The analysis presented in Table V-8.3 is based upon an evaluation of the documentation in effect as of November 13, 2000.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-8-1-5	Responsibilities and procedures for distributing documentation are clearly defined.	Satisfied	KCI's interviews indicate that responsibilities and procedures for distribution of ordering documentation are defined and supported through Carrier Notifications on the BLS Web site.
Document Structure and Format			
O&P-8-2-1	Document version is indicated clearly within and throughout each document.	Satisfied	BLS ordering documentation includes clearly indicated versions within and throughout the document. KCI's initial tests revealed that some documentation contained errors or omissions. As an example, *The BellSouth Start-Up Guide* version number is inconsistent with BLS's Web site documentation listing. BLS corrected this issue by including the correct version number consistently in documentation. See Exception 55 for additional information on this issue. Exception 55 is closed.
O&P-8-2-2	BLS document organization is consistent with its intended use.	Satisfied	BLS ordering documentation facilitates access of critical business rule information and ordering procedures.
O&P-8-2-3	BLS documents contain information that is relevant to its intended audience.	Satisfied	BLS ordering documentation contains information that allows the CLECs to order wholesale products.
O&P-8-2-4	BLS documents contain tables of contents.	Satisfied	BLS ordering documentation contains tables of contents. KCI's initial tests revealed that some documentation contained errors or omissions. BLS subsequently addressed these issues by including the appropriate table of contents information. See Exception 55 for additional information on this issue. Exception 55 is closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-8-2-5	BLS documents are logically organized with clear page numbering and section labeling.	Satisfied	BLS ordering documentation is logically organized including clear page numbering and section labeling. During initial testing, KCI discovered that some documentation contained errors or omissions. BLS subsequently addressed these deficiencies by updating the relevant documentation to include page numbering and section labeling. See Exception 55 for additional information on these issues. Exception 55 is closed.
O&P-8-2-6	BLS Documents contain contact/help desk numbers.	Satisfied	Consistent contact/helpdesk information was contained in BLS ordering documentation analyzed by KCI. During initial testing, KCI discovered that some documentation contained errors or omissions. BLS subsequently addressed these deficiencies by updating the relevant documentation to include the appropriate contact information. See Exception 55 for additional information on this issue. Exception 55 is closed.
O&P-8-2-7	BLS documents clearly indicate purpose and scope.	Satisfied	BLS ordering documentation clearly indicates its purpose and scope. KCI discovered during initial testing that some documentation contained errors or omissions. BLS subsequently addressed these deficiencies by updating the relevant documentation to include the appropriate purpose and scope. See Exception 55 for additional information on this issue. Exception 55 is closed.
O&P-8-2-8	Cross-references are clearly stated directing readers to relevant sources of additional information.	Satisfied	The majority of BLS ordering documentation contains relevant sources of additional information. During initial testing, KCI discovered that documentation like the *LEO Guide Volumes 2* and 3 contained

Test Cross-Reference	Evaluation Criteria	Result	Comments
			errors or omissions. BLS subsequently addressed these deficiencies by updating the relevant documentation to include the relevant sources of additional information. See Exception 55 for additional information on this issue. Exception 55 is closed.
O&P-8-2-9	BLS documents clearly instruct users how to notify BLS of document errors and omissions.	Satisfied	Contact information for reporting documentation errors or omissions has been posted on the BLS Web site. KCI's initial testing, revealed that the *Products and Services Interval Guide* and the *LNP Reference Guide* omitted instructions on how to notify BLS of document errors or omissions. BLS subsequently posted instructions on how to notify BLS of document errors and omissions on its Web site. See Exception 55 for additional information on this issue. Exception 55 is closed.
Document Content			
O&P-8-3-1	BLS documents provide description of error messages and potential steps for resolution.	Satisfied	The *Local Service Request (LSR) Error Messages (TCIF7)* document is available to assist in error resolution.
O&P-8-3-2	BLS documents clearly identify inputs/outputs of the specific processes.	Satisfied	BLS ordering documentation contains inputs/outputs of critical ordering related processes such as order submission, comfirmation, and completion. During initial testing, KCI discovered that some documentation contained errors or omissions. KCI identified these deficiencies by issuing Exceptions 5 and 75. In response to Exception 5, BLS issued a new version of the *LEO Implementation Guide, Volume 1* in June 2000. KCI reviewed the new documentation release and verified inputs and outputs of the ordering process to be adequately identified.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			See Exception 5 for additional information on this issue. Exception 5 is closed. In response to Exception 75, BLS released an updated version of the *LEO Implementation Guide, Volume 1*, which defined output fields and their applicability. See Exception 75 for additional information on this issue. Exception 75 is closed.
O&P-8-3-3	BLS documents include expected results of process and cycle times.	Satisfied	BLS ordering documentation provided expected results of process and cycle times. During initial testing, KCI discovered that some documentation contained errors or omissions. In response to these deficiencies, KCI issued Exception 75. BLS subsequently addressed these deficiencies by updating the relevant documentation to include the relevant sources of additional information. See Exception 75 for additional information on this issue. Exception 75 is closed. Additionally, BLS ordering documentation did not initially state batch processing time intervals. In response to these deficiencies, KCI issued Exception 59. BLS subsequently documented the appropriate methods to successfully process batch files. See Exception 59 for additional information on this issue. Exception 59 is closed. The delivery process for Jeopardy and Missed Appointments was also subsequently defined in addressing KCI's test results. See Exception 72 for additional information on this issue. Exception 72 is closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Document Accuracy			
O&P-8-4-1	BLS documents correctly define all data fields.	Satisfied	KCI's intitial testing revealed that some BLS documents do not correctly define all data fields. *LEO Guide Volume 1* has, therefore, been updated to define data fields for Clarifications, Electronic Errors, Jeopardy, and Missed Appointments. See Exception 75 for additional information on this issue. Exception 75 is closed.
O&P-8-4-2	BLS documents accurately define acceptable formats for all data fields.	Satisfied	Based on documentation analyzed by KCI, BLS ordering documentation defines acceptable formats for data fields. During initial testing, however, KCI discovered that BLS documentation did not accurately define values for the Line Class of Service (LNECLS SVC) data element. KCI subsequently issued Exception 18. In response to Exception 18, BLS specified valid entries for the LNECLS SVC data element. See Exception 18 for additional information on this issue. Exception 18 is closed.
O&P-8-4-3	BLS documents clearly identify required and optional fields.	Satisfied	BLS ordering documentation contains required and optional field definitions. During initial testing, KCI discovered that *LEO Guide, Volume 1* did not identify two specific fields that cannot be changed when issuing a supplemental order. As a result, KCI issued Exception 5. In response to Exception 5, BLS issued a new version of the *LEO Implementation Guide, Volume 1*, which adequately identified the two specific fields, in June 2000. See Exception 5 for additional information on this issue. Exception 5 is closed. Additionally, *LEO Guide, Volume 1*

Test Cross-Reference	Evaluation Criteria	Result	Comments
			did not initially define data element requirements and valid entries for loop service requests, and omitted complete and accurate rules for populating the Local Billing Account Number (LOCBAN) data element. KCI issued Exception 33. KCI reviewed the updated *LEO Guide* release and verified the LOCBAN data element to be adequately identified. See Exception 33 for additional information on this issue. Exception 33 is closed. While *LEO Guide, Volume 1* was updated to accurately reflect the data elements returned on responses (e.g., FOC, CN, Jeopardy), the *Guide* did not adequately define usage. As a result, KCI issued Exception 68. In response to Exception 68, BLS issued a new version of *LEO Guide, Volume 1* on January 31, 2001, which included additional usage information for responses. See Exception 68 for additional information on this issue. Exception 68 is closed.
O&P-8-4-4	BellSouth documents clearly describe expected system responses/outputs.	Satisfied	BLS ordering documentation states expected system response outputs. During initial testing, KCI discovered that the *LEO Guide, Volume 1* did not adequately define the functional message delivery process for Jeopardy and Missed Appointments. BLS subsequently addressed the documentation deficiency in its October 16, 2000 (Version 7S) release by adequately defining procedures for delivering Jeopardy and Missed Appointment notifications. See Exception 72 for additional information on this issue. Exception 72 is closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-8-4-5	BellSouth document(s) contain methods and procedures to correctly execute processes.	Satisfied	BLS ordering documentation contains methods and procedures to execute essential ordering processes. When first analyzed by KCI, some documentation contained errors or omissions. As an example, *LEO Guide, Volume 1* failed initially to identify two specific fields that cannot be changed when issuing a supplemental order. As a result, KCI issued Exception 5. To address this issue, BLS updated the *LEO Guide* to reflect the required process for submitting supplements. See Exception 5 for additional information on this issue. Exception 5 is closed.

I. Test Results: TAG Documentation Evaluation (O&P-9)

1.0 Description

The Telecommunications Access Gateway (TAG) Documentation Evaluation was an operational review of the documentation developed by BellSouth to support Competitive Local Exchange Carriers (CLECs) requiring Operational Support Systems (OSS) information, or having questions or issues related to carrying out the business processes of ordering.

This test was a high-level review to determine the degree to which documentation prepared and distributed by BellSouth was subject to acceptable management and business practices, as defined in the evaluation criteria. The evaluation was not a comprehensive review of the content accuracy of all BellSouth OSS-related documentation. Rather, it focused primarily on the ordering business rules.

2.0 Ordering Documentation Analysis

BellSouth provides the business rules for both the Electronic Data Interchange (EDI) and TAG interfaces in *Local Exchange Ordering (LEO) Guide Volume 1*. These rules provide the definition of field formats and requirements, including length, alpha/numeric characters, and usage requirements. The business rules contained in *LEO Guide Volume 1* were used by KCI in executing the EDI Functional Test (O&P-1) and TAG Functional Test (O&P-2).

In addition to the *LEO Guide*, BellSouth provides other TAG-related documentation, including the *TAG API Guide*, the *TAG Programmer's Job Aid*, and the *TAG Training Binder.* The primary purpose of these documents is to facilitate CLEC development of a TAG interface.

Interface development, and the documentation supporting this process, was not part of the evaluation scope outlined by the Georgia Public Service Commission (GPSC) in its May 20, 1999 *Petition for Third Party Testing*.

As a result, the only TAG-related documentation evaluated by KCI as part of the BellSouth - Georgia OSS Evaluation is the *LEO Guide*.

The *LEO Guide* has been examined as part of the EDI Documentation Evaluation (O&P-8). Please refer to this test section for specifics on the Evaluation Methodology and Test Results.

J. Test Results: EDI/TAG Production Volume Performance Test (O&P-10)

1.0 Description

The objective of the Electronic Data Interchange (EDI)/Telecommunications Access Gateway (TAG) Production Volume Performance Test (O&P-10) was to evaluate BellSouth's Operating Support Systems (OSS) associated with ordering at specified volumes. Competitive Local Exchange Carriers (CLECs) submit orders to BellSouth's OSS via two primary Application Program Interfaces: EDI and TAG. O&P-10 evaluated BellSouth's ability to accurately and quickly process orders and their associated pre-orders using the EDI and TAG interfaces using the projected year-end 2001 (YE01) transaction mix[1] in the production environment at current system capacity[2].

2.0 Methodology

This section summarizes the test methodology.

2.1 Business Process Description

See Section V, "Ordering & Provisioning Overview" for a description of the BellSouth ordering process via EDI and TAG.

2.2 Scenarios

Test scenarios for the EDI/TAG Production Volume Test fall into three categories: Resale, Unbundled Network Elements (UNEs), and Pre-orders.

2.2.1 Resale

Appendix B-2: Resale Ordering Scenarios of the *Master Test Plan (MTP)*[3] describes 25 resale test scenarios. During the initial pre-testing of the BellSouth ordering systems, six of the scenarios would not flow-through[4] the system and therefore were not used for the test[5]. From the remaining 19 scenarios, 19 test seeds were generated by applying BellSouth's OSS electronic ordering business rules[6] and

[1] KCI forecasted hourly transaction rates for individual order and pre-order types drawing on data from current order and pre-order daily volume rates, BellSouth 2001 transaction forecasts and from CLEC 2001 transaction forecasts.

[2] BellSouth provided current system capacity to KCI as average transactions per hour.

[3] Version 4.1, March 28, 2000.

[4] Flow-through is defined as electronic transmission through a gateway and acceptance into BellSouth's back-office ordering systems without manual intervention by a customer service representative.

[5] The volume test methodology is designed to assess electronic interface and back-end system processing capabilities, not manual processes. Therefore, orders that must fall out for manual processing are not included in the test.

[6] BellSouth's *Local Exchange Ordering (LEO) Implementation Guide*, Volume 1, Issues 7J, 7K, 7L, 7M, 7N, 7O, 7P and 7Q were used.

logical business requirements to format orders. The following table describes each of the Resale scenarios used during this test:

Table V-10.1: Resale Scenarios

Scenario Number	Scenario Category	Scenario Description
201	Resale	Migration "As Is" of a business customer from BLS with Plain Old Telephone System (POTS) lines to CLEC.
202	Resale	Migration "As Is" of a residential customer with POTS line from BLS to CLEC.
204	Resale	A business customer partially migrates POTS lines from BLS to CLEC on a trial basis.
205	Resale	Migration "As Specified" of a residential POTS customer from BLS to CLEC.
206	Resale	A residential customer partially migrates their second POTS line from BLS to CLEC.
207	Resale	A new company starts up and needs POTS lines.
208	Resale	A resident is building a new house and needs POTS line.
209	Resale	An existing CLEC customer, a small business, adds five more POTS lines.
210	Resale	Existing residential CLEC customer adds POTS line.
213	Resale	A residential customer wants to suspend phone service on POTS line for their summer cabin during the winter months.
214	Resale	CLEC residential customer wants to restore phone service on their POTS line for their summer cabin.
218	Resale	Change Telephone Number (TN) of CLEC residential customer with POTS line.
220	Resale	CLEC residential customer with a POTS line changes Long Distance Service Providers.
221	Resale	CLEC business customer with a POTS line changes Long Distance Service Providers.
222	Resale	Business CLEC customer disconnects four of their six POTS lines.
223	Resale	A CLEC business customer disconnects all five POTS lines.
224	Resale	A residential CLEC customer disconnects both POTS lines.
225	Resale	A residential customer with POTS line changes information in Directory Listing (DL).
226	Resale	CLEC residential customer with POTS line changes information on DL.

2.2.2 *UNE-based Scenarios*

Appendix B-3: UNE Ordering Scenarios of the *MTP* describes 40 UNE test scenarios intended for the EDI/TAG Production Volume Performance Test. During the initial pre-testing of the BellSouth ordering systems, 29 of the scenarios did not flow-through the system and were therefore not used for the test. In addition, BellSouth requested that Unbundled Network Element-Local Number Portability (UNE-LNP) orders not be used for the production test[7]. From the remaining eight scenarios, eight test seeds were generated by applying BellSouth's OSS electronic ordering business rules and logical business requirements to format orders. The following table describes each of the UNE scenarios used during this test:

Table V-10.2: UNE Scenarios

Scenario Number	Scenario Category	Scenario Description
301	Loop	A CLEC orders two new SL1 unbundled analog loops from BLS in support of a customer's service request.
305	Loop	A CLEC orders two SL1 unbundled analog loops in support of a full migration service request from an existing BLS customer. The customer lines are migrated "as-specified" to the CLEC business.
395	Port	A CLEC orders two new business unbundled analog ports from BLS in support of a new business customer's service request.
397	Port	A CLEC orders two new residential unbundled analog ports from BLS in support of a new business customer's service request.
420	Combo	A CLEC orders two new business unbundled analog loop – port combinations from BLS in support of a new business customer's service request.
422	Combo	A CLEC orders two new residential unbundled analog loop – port combinations from BLS in support of a new residential customer's service request.
428	Combo	A CLEC orders two residential unbundled analog loop - port combinations from BLS for one of its resale residential customers.
445	Combo	An existing CLEC customer is moving to another state. The CLEC orders BLS to disconnect both of its unbundled loop-port combinations.

2.2.3 *Pre-order Scenarios*

For the list of pre-order scenarios refer to Section V, Table IV-1.1: Pre-Order Scenario Description.

[7] The LNP database assignments could not be readily obtained for the KCI test CLEC.

2.3 *Test Targets & Measures*

The test targets were the TAG and EDI interfaces, and back-end systems supporting order processing and pre-order queries. Sub-processes, functions and evaluation criteria are summarized in the following table. The last column "Test Cross-Reference" indicates where the particular measures are addressed in section 3.1 "Results & Analysis."

Table V-10.3: Test Target Cross-Reference

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
Submit Orders in Projected Production Volumes	Create order transactions	Availability of Interface	O&P-10-1-1 O&P-10-1-2
		Timeliness of Response	O&P-10-2-1 O&P-10-2-2
	Send orders in LSR format	Availability of Interface	O&P-10-1-1 O&P-10-1-2
	Receive acknowledgements	Availability of Interface	O&P-10-1-1 O&P-10-1-2
		Accuracy of Response	O&P-10-2-1 O&P-10-2-2
		Timeliness of Response	O&P-10-3-1 O&P-10-3-2
	Receive Firm Order Confirmations (FOCs) or error/reject notifications	Availability of Interface	O&P-10-1-1 O&P-10-1-2
		Accuracy of Response	O&P-10-2-1 O&P-10-2-2
		Timeliness of Response	O&P-10-3-3 O&P-10-3-4
Submit Pre-Orders in Projected Production Volumes	Address Validation	Availability of Interface	O&P-10-2-1 O&P-10-2-2
		Accuracy of Response	O&P-10-2-3 O&P-10-2-4
		Timeliness of Response	O&P-10-3-5 O&P-10-3-6 O&P-10-4-1
	Customer Service Record (CSR) Retrieval	Availability of Interface	O&P-10-2-1 O&P-10-2-2
		Accuracy of Response	O&P-10-2-3 O&P-10-3-9
		Timeliness of Response	O&P-10-4-1

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
	Switched Service Availability	Availability of Interface Accuracy of Response Timeliness of Response	O&P-10-2-1 O&P-10-2-2 O&P-10-2-3 O&P-10-3-12 O&P-10-4-1
	InterLATA Presubscription Indicator Code (PIC)/InraLATA Presubscription Indicator Code (LPIC) Availability	Availability of Interface Accuracy of Response Timeliness of Response	O&P-10-2-1 O&P-10-2-2 O&P-10-2-3 O&P-10-3-12 O&P-10-4-1
	Product / Service Availability	Availability of Interface Accuracy of Response Timeliness of Response	O&P-10-2-2 O&P-10-2-1 O&P-10-2-3 O&P-10-3-12 O&P-10-4-1
	Telephone Number(s) Availability	Availability of Interface Accuracy of Response Timeliness of Response	O&P-10-2-1 O&P-10-2-2 O&P-10-2-3 O&P-10-3-8 O&P-10-3-10 O&P-10-3-11 O&P-10-4-1
	Reserve TNs	Availability of Interface Accuracy of Response Timeliness of Response	O&P-10-2-1 O&P-10-2-2 O&P-10-2-3 O&P-10-3-8 O&P-10-4-1
	Cancel TN Reservation	Availability of Interface Accuracy of Response Timeliness of Response	O&P-10-2-1 O&P-10-2-1 O&P-10-2-3 O&P-10-3-8 O&P-10-3-10 O&P-10-3-11 O&P-10-4-1
	Determine Due Date/ Appointment Availability	Availability of Interface Accuracy of Response Timeliness of Response	O&P-10-1-3 O&P-10-1-4 O&P-10-1-16 O&P-10-1-17 O&P-10-2-7 O&P-10-2-13 O&P-10-3-1

2.4 *Data Sources*

The data collected for the test are summarized in the table below.

Table V-10.4: Data Sources for EDI/TAG Production Performance Test (O&P-10)

Document	File Name	Location in Work Papers	Source
Local Exchange Ordering (LEO) Implementation Guide, Volume 1, Issues 7J, 7K, 7M, 7N, 7O, and 7P	No Electronic Copy	O&P-1-B-1	BLS
LEO Implementation Guide, Volume 2, Issue 6B, July 99	No Electronic Copy	O&P-1-B-2	BLS
LEO Implementation Guide, Volume 3, Issue3A, August 98	No Electronic Copy	O&P-1-B-3	BLS
LEO Implementation Guide, Volume 4, Issue 7F, October 99	No Electronic Copy	O&P-1-B-4	BLS
Product and Services Interval Guide	No Electronic Copy	O&P-1-B-5	BLS
Local Servcie Request Error Messages (Version TCIF 7)	O&P_ errors.pdf	O&P-1-A-4	BLS
CLEC Service Order Tracking System (CSOTS) Users Guide	O&P_csots.pdf	O&P-1-A-1	BLS
Local Number Portability (LNP) Odering Guide (Issue 1b, October 1999)	O&P_LNPgd.pdf	O&P-1-A-3	BLS
EDI System Availability Logs	O&P-EDIsystem.mdb	O&P-1-A-22	HP
Telecommunications Access Gateway (TAG) API Reference Guide, Versions 2.2.0.2, 2.2.0.4, 2.2.0.5, 2.2.0.7, 2.2.0.8, and 2.2.1.1	No Electronic Copy	PRE-1-A-3	BLS
TAG Programmers Job Aid	No Electronic Copy	PRE-1-A-4	BLS
Volume Test Production Test Scenarios	Prod_Test_Cases.xls	O&P-10-A-1	KCI
YE2001 Normal and Peak Forecast Methedology	Fcast Summary.ppt	O&P-10-A-2	KCI
Production Volume Test, Day 1 Schedule	Schedule.xls	O&P-10-A-3	KCI
Production Volume Test, Day 2 Schedule	Schedule.xls	O&P-10-A-4	KCI
System Readiness Test Log	SRT_by_date_.doc	O&P-10-A-5	KCI
Results Data Tables	CD ROM	O&P-10-A-6	KCI
GPSC Order Adopting Standards and Benchmarks	GPSC_standards.tif	O&P-10-A-7	GPSC

Document	File Name	Location in Work Papers	Source
Pre-Order Response Data for June, July, August 2000	Response Data Fro June-August 2000.xls	O&P-10-A-8	BLS
Statistical Signifcance Analysis Results	Volume Stats Analysis.xls	O&P-10-A-9	KCI

2.4.1 Data Generation/Volumes

The TAG/EDI Production Volume Test evaluated BellSouth's performance by sending approximately 7,400 orders with 24,600 associated pre-orders over an eight-hour period. To derive the test order and pre-order volumes, BellSouth provided KCI with recent daily transaction volume data. KCI determined the number of additional transactions required to increase BellSouth's daily transaction load to the maximum system capacity as stated by BellSouth. The volumes submitted were spread across order and pre-order types to reflect the expected transaction mix ratio at year end, 2001 (YE01). 60% of the orders submitted were via the TAG interface, while 40% were via EDI[8]. All pre-orders were submitted using the TAG interface. Table V-10.5 shows the order and pre-order volumes submitted during each day of the Production Volume Test[9].

Table V-10.5: Production Test Generated Volumes

Transaction Type	Day 1 07/28/00	Retest 07/31/00
AAQ	2,480	2,759
AVQ-TN	449	499
TNAQ	3,629	4,047
TNSQ	870	930
AVQ	2,881	3,206
SAQ	2,106	2,344
CSRQ	1,711	1,905
CDD	6,672	7,421
TNAQ_MLH	546	607
TNAQ_DID	198	219
TNCAN	198	219
TNCAN_MLH	198	219

[8] Volumes for order transmission interface type (EDI or TAG) were determined based on current CLEC usage and projected interface implementation dates provided by CLECs. To best replicate the actual ordering process, EDI orders were "batched" prior to transmission to BLS.

[9] One production volume test was initially planned. However, BellSouth performance failure required "re-testing" of the production volume test. Following the implementation of system fixes by BellSouth, KCI/HP successfully conducted a production volume retest.

Transaction Type	Day 1 07/28/00	Retest 07/31/00
TNCAN_DID	198	219
DL	16	16
Resale	3,835	4,206
UNE Loop	950	1,059
UNE Loop-Port Combo	1,937	2,132
UNE Port	16	16
Total	**28,890**	**32,023**

2.5 *Evaluation Methods*

In preparation for the test, order transaction seeds were written, according to BellSouth business rules, and loaded into the KCI transaction test system. These templates were then submitted to Hewlett Packard (HP) and to BellSouth during Systems Readiness Testing (SRT)[10]. SRT confirmed the functionality of HP's and KCI's transactional systems and verified that orders would flow-through the BellSouth system. The order seeds were used as templates to build the order volumes that were used in the subsequent test. Orders were submitted on a scheduled submission date and time determined by the KCI prior to the start of the test. As appropriate, testers made final updates (e.g., desired due dates or other information) and processed the transactions.

The EDI/TAG Production Volume Performance Test (O&P-10) tested BellSouth's interfaces and systems at year-end, 2001 (YE01) projected order volumes in BellSouth's production environment for an eight-hour period. This test was executed by submitting Resale and UNE orders against test bed accounts[11] that were provisioned by BellSouth based on KCI's specifications and verified by KCI prior to initiation of the test.

The order transaction loads were distributed geographically across seven Central Offices (COs) in the state of Georgia. BellSouth established and configured customer test accounts prior to initiation of the test.

The test cases for the Production Volume Performance Test were submitted in an automated fashion. Transactions were provided in bulk to HP for conversion from the business file format to the TAG and EDI formats. HP time stamped and forwarded the transactions to BellSouth for processing according to the schedule provided by KCI. BellSouth processed the transactions and returned Functional

[10] KCI conducted 24 SRTs between April 11, 2000 and August 1, 2000. After completing several of the SRTs, BellSouth requested additional testing. These additional tests were used by BellSouth to ensure that its back-end systems and the Interfaces were functioning correctly.

[11] Refer to Section V, "Ordering and Provisioning Overview" for a detailed description of the Ordering and Provisioning test bed process and detail of accounts.

Acknowledgements (FAs) and Firm Order Commitments (FOCs) for orders and responses for pre-orders to HP.

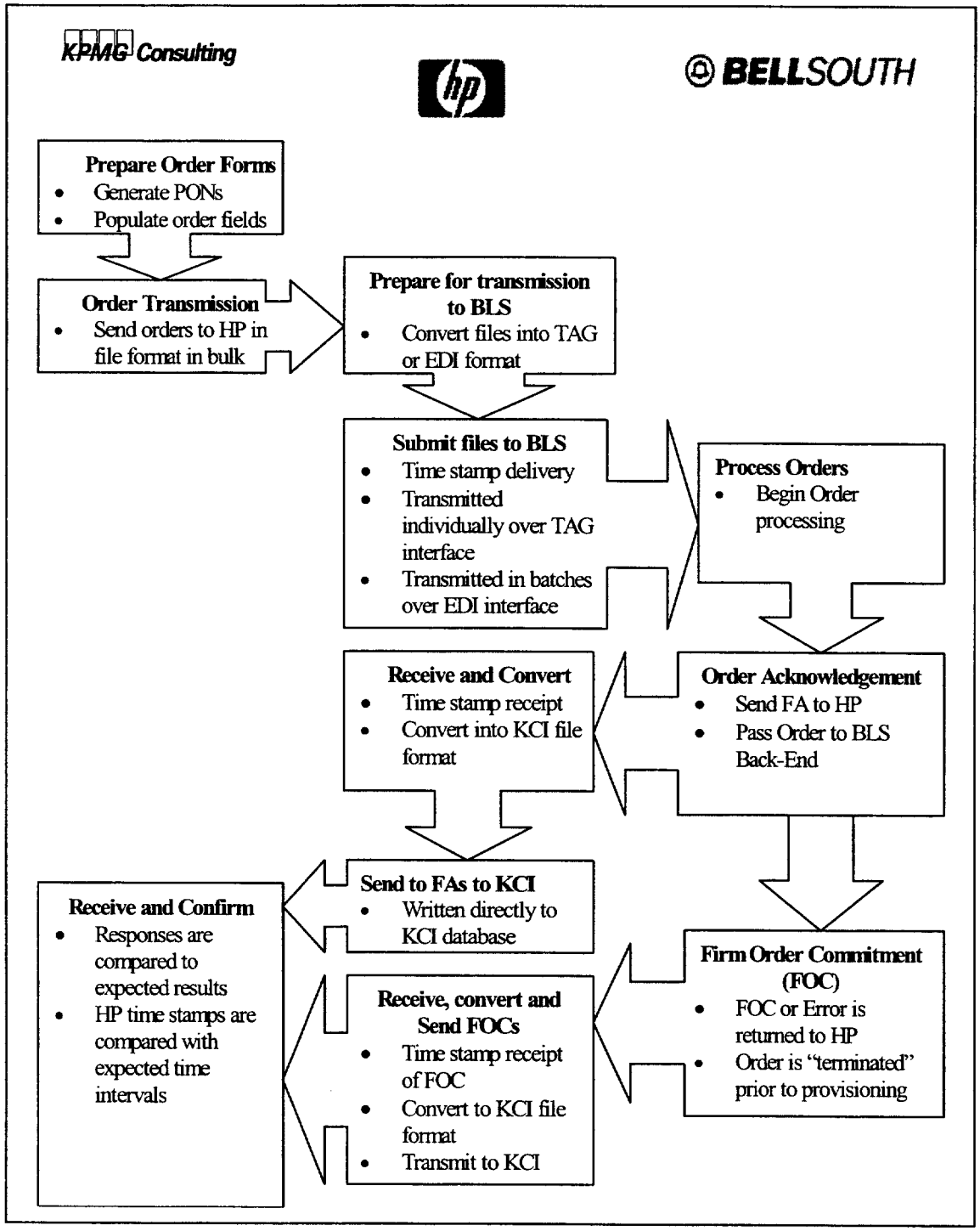
As pre-order and order volume transactions were submitted, error messages or positive responses were returned. A transaction was deemed complete if a FA and FOC were received (or if an expected error was received). Pre-order transactions were deemed complete when positive responses were received. The results were logged and compared to expected ordering system functionality and business processes, as outlined in Section V, "Overview." A number of intentional errors were included in a specified number of orders. These orders were sent to test BellSouth's ability to handle errors and to ensure that systems could not be programmed for automatic response.

Orders submitted during the Production Volume Performance Test did not go through the provisioning process. The flow of data and testing processes comprising the Volume Test are illustrated in Figure V-10.1[12].

Transactions (LSRs) were submitted and the results logged and compared to the expected ordering system functionality and business processes, as outlined in Section V, "Overview." The number, timeliness, and correctness of responses were measured, compared, and recorded.

[12] See Section V, "Ordering and Provisioning Overview" for a complete description of the file transfer process.

Figure V-10.1: O&P Production Volume Test Process



2.6 *Analysis Methods*

The EDI/TAG Production Volume Performance Test included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided a framework of norms, standards, and guidelines for the EDI/TAG Production Volume Performance Test.

The Georgia Public Service Commission (GPSC) voted on June 6, 2000 to approve a set of Service Quality Measurement- (SQM-) related measures and standards to be used for purposes of this evaluation[13]. In many cases, results in this section were calculated based on KCI/HP time stamps, which may differ significantly from the BellSouth time measurement points reported in the SQMs[14]. For those evaluation criteria that do not map to the GPSC-approved measures, KCI has applied its own standard, based on our professional judgment.

Pre-order response times for the KCI Test CLEC queries on each volume test day were compared to BellSouth retail performance data for the corresponding day (e.g., July 28, 2000 test data were compared to July 28, 2000 retail data).

For quantitative evaluation criteria, where the test result did not meet or exceed the established standard or KCI benchmark, KCI conducted a review to determine whether the differential was statistically significant.

3.0 Results Summary

This section identifies the evaluation criteria and test results.

3.1 *Results & Analysis*

The results of this test are presented in the table below. Definitions of evaluation criteria, possible results, and exceptions are provided in Section II.

[13] On January 16, 2001, the GPSC issued an order requiring BellSouth to report for business purposes a set of measures that differs in some cases from the requirements of the June 6 test standards.

[14] For example, for an LSR, BellSouth records the time received and the time a corresponding FOC or ERR is sent. HP/KCI measures the time an LSR is sent, and the time a corresponding FOC or ERR is received. In most cases, we would expect these times to correspond roughly, allowing for factors such as queuing and transmission time. In some cases, these times may differ significantly as a result of system downtime, network congestion, etc.

Table V-10.6: O&P-10 Test Evaluation Criteria and Results[15]

Test Cross-Reference	Evaluation Criteria	Result	Comments
Interface Availability			
O&P-10-1-1	EDI order transaction capability is consistently available during scheduled hours of operation.	Satisfied	The GPSC-approved standard is 99.5% system availability during scheduled hours of operation[16]. BLS maintained 100% EDI availability throughout each iteration of the test[17].
O&P-10-1-2	TAG order transaction capability is consistently available during scheduled hours of operation.	Satisfied	The GPSC-approved standard is 99.5% system availability during scheduled hours of operation[18]. During the course of this test, Hewlett Packard (HP) attempted to confirm a constant connection to BLS's TAG interface by implementing regular system "pinging." Based on analysis of HP's TAG system availability logs for the period 2/15/00 through 7/27/00[19], KCI observed that the TAG interface was available during 99.5% of scheduled hours of availability[20].

[15] See Tables V-10.7 and V-10.8 for detailed results on each test day. Percentages are rounded to the nearest whole number.

[16] Regularly scheduled hours of availability for the TAG/EDI interfaces are published on the BellSouth Interconnection Web site (www.interconnection.bellsouth.com/oss/oss_hour.html). Notices of specific scheduled system downtime (e.g., for a new system release or fix) are communicated through Carrier Notifications posted on the BellSouth Web site.

[17] During the execution of the Normal Volume test, KCI/HP continuously submitted transactions, via the EDI interface, according to a predetermined schedule. During this period, HP maintained continuous connectivity with BellSouth via EDI and successfully transmitted all of the orders at their scheduled times. Therefore, KCI determined the EDI interface to be consistently available during the test.

[18] Regular scheduled hours of availability for the TAG/EDI interface are published on the BellSouth Interconnection Web site (www.interconnection.bellsouth.com/oss/oss_hour.html). Notices of specific scheduled system downtime (e.g., for a new system release or fix) are communicated through Carrier Notifications posted on the BellSouth Web site.

[19] HP maintained detailed logs of system availability beginning 2/15/00. See O&P-1 for more detailed analysis of BellSouth's production system's availability.

[20] KCI could not conclusively determine the root source (BellSouth or HP) for all recorded system down time.

Test Cross-Reference	Evaluation Criteria	Result	Comments
System Functionality			
O&P-10-2-1	The EDI interface provides expected system responses[21].	Satisfied	The KCI standard is 99% of expected system responses received. The Production Volume test results are as follows: Day 1: – 100% (2,715/2,715) of expected FAs and 100% (2,711/2,715) of expected FOCs were received. Day 1- Retest: – 100% (3,020/3,020) of expected FAs and 100% (3,014/3,020) of expected FOCs were received.
O&P-10-2-2	The TAG interface provides expected system responses.	Satisfied	The KCI standard is 99% of expected system responses received. The Production Volume test results are as follows: Day 1: – 99% (4,003/4,039) of expected FAs and 99% (4,002/4,039) of expected FOCs were received. Day 1- Retest: – 100%(4,407/4,409) of expected FAs and 100% (4,402/4,409) of expected FOCs were received.
O&P-10-2-3	The TAG interface provides expected pre-order system responses[22].	Satisfied	The KCI standard is 99% of expected system responses received. The Production Volume test results are as follows: Day 1: – 99% (21,853/22,136) of pre-order requests received expected system responses. Day 1 - Retest: – 100% (24,574/24,595) of pre-order requests received expected system

[21] An expected system response is defined for this criterion as an FA for each order, an FOC for each correctly formatted order, and an error or clarification (ERR/CLR) for each invalid service request.

[22] An expected system response is defined for this criterion as any response that is consistent with technical specifications for EDI and TAG responses. Type of response received is not considered. The accuracy by type of response is evaluated in 10-4-1 and 10-4-2 (e.g., CRSQ received a CSR).

Test Cross-Reference	Evaluation Criteria	Result	Comments
			responses.
Timeliness of System Response[23]			
O&P-10-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).	Satisfied	The KCI standard is 95% of FAs received in less than 30 minutes. Results from LSRs submitted during the Production Volume test: Day 1: – 100% (2,715/2,715) of FAs were received in less than 30 minutes Day 1 - Retest: – 100% (3,020/3,020) of FAs were received within 30 minutes
O&P-10-3-2	BLS's TAG interface provides timely Functional Acknowledgements (FAs).	Satisfied	The KCI standard is 95% of FAs received in less than 30 minutes. Results from LSRs submitted during the Production Volume test: Day 1: – 100%(4,003/4,003) of FAs were received in less than 30 minutes Day 1- Retest: – 100% (4,407/4,407)of received FAs were received within 30 minutes
O&P-10-3-3	BLS's EDI interface provides timely Firm Order Confirmations (FOCs).	Satisfied	The GPSC-approved standard for flow-through (FT) FOCs is 95% received within three hours. LSRs submitted during the Production Volume tests received FOCs within the following timeframes: Day 1: – 100% (2,698/2,711) of FOCs were received within 3 hours. Day 1- Retest: – 100% (3,014/3,014) of FOCs were

[23] In accordance with the GPSC's June 6, 2000 measures and standards to be used for purposes of this evaluation, KCI reviewed pre-order timeliness results relative to BellSouth Retail pre-order timeliness. This standard does not include allowances for transaction transmission time from the test CLEC to BellSouth and for response transmission time from BellSouth back to the test CLEC.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			received within 3 hours.
O&P-10-3-4	BLS's TAG interface provides timely Firm Order Confirmations (FOCs).	Satisfied	The GPSC-approved standard for flow-through (FT) FOCs is 95% received within three hours. LSRs submitted during the Production Volume tests received FOCs within the following timeframes: Day 1: – 100% (4,001/4,002) of FOCs were received within 3 hours. Day 1- Retest: – 100% (4,402/4,402) of FOCs were received within 3 hours.
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.	Satisfied[24]	The GPSC-approved standard is parity with retail performance[25]. Based on BLS July performance reports, KCI determined the standard retail response time for AVQ_TN inquiries to be: – 1.0 seconds (7/28/00 BLS Retail data) – 1.0 seconds (7/31/00 BLS Retail data) Responses to AVQ_TNs were received in an average of: – Day 1: 2.0 seconds. – Day 1 - Retest: 1.9 seconds. Although the KCI results exceed the BLS retail average by a statistically significant amount, it is KCI's professional judgment that the response interval for Test-CLEC-submitted AVQ_TN pre-orders is within a reasonable timeframe.

[24] See *Figure V-10.2: AVQ_TN Response Distribution* for a distribution of the AVQ_TN response times that KCI experienced.

[25] KCI analyzed BellSouth-published Retail performance data for the month of July 2000. Since BellSouth data is separated into business and residential pre-order categories, KCI compared test results to a weighted average of BellSouth residential and business results.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-10-3-6	The TAG interface provides timely pre-order responses from BLS's RSAG-Address back-end system.	Satisfied[26]	The GPSC-approved standard is parity with retail performance. Based on BLS July performance reports, KCI determined the standard retail response time for AVQ inquiries to be: – 1.5 seconds (7/28/00 BLS Retail data) – 1.3 seconds (7/31/00 BLS Retail data) Responses to AVQs received were delivered in an average of: – Day 1: 17.5 seconds. – Day 1 - Retest: 2.2 seconds. Although the KCI results exceed the BLS retail average by a statistically significant amount, it is KCI's professional judgment that the response interval for Test-CLEC-submitted AVQ pre-orders is within a reasonable timeframe.
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.	Satisfied[27]	The GPSC-approved standard is parity with retail performance. Based on BLS July performance reports, KCI determined the standard retail response time for AAQ inquiries to be: – 0.3 seconds (7/28/00 BLS Retail data) – 0.4 seconds (7/31/00 BLS Retail data) Responses to AAQs received during KCI's testing were delivered in an average of: – Day 1: 1.2 seconds. – Day 1 - Retest: 1.4 seconds. Although the KCI results exceed the BLS retail average by a statistically significant amount, it is KCI's professional judgment that the response interval for Test-CLEC-

[26] See *Figure V-10.3: AVQ Response Distribution* for a distribution of the AVQ response times that KCI experienced.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			submitted AAQ pre-orders is within a reasonable timeframe.
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.	Satisfied[28]	The GPSC-approved standard is parity with retail performance. Based on BLS July performance reports, KCI determined the standard retail response time for TNAQ, TNSQ and TNCAN_TN inquiries to be: – 0.7 seconds (7/28/00 BLS Retail data) – 0.7 seconds (7/31/00 BLS Retail data). Responses to TNAQs, TNSQs, and TNCAN_TNs received were delivered in an average of: – Day 1: 2.8 seconds. – Day 1 - Retest: 2.2 seconds. Although the KCI results exceed the BLS retail average by a statistically significant amount, it is KCI's professional judgment that the response interval for Test-CLEC-submitted TNAQ, TNSQ and TNCAN_TN pre-orders is within a reasonable timeframe.

[27] See *Figure V-10.4: AAQ Response Distribution* for a distribution of the AAQ response times that KCI experienced.

[28] See *Figure V-10.5: ATLAS Response Distribution* for a distribution of the response times that KCI experienced from the ATLAS back-end system.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-10-3-9	The TAG interface provides timely pre-order responses from BLS's CRSECSR back-end system.	Satisfied	The GPSC-approved standard is parity with retail performance. Based on BLS July performance reports, KCI determined the standard retail response time for CSRQ inquiries to be: – 1.0 seconds (7/28/00 BLS Retail data) – 1.1 seconds (7/31/00 BLS Retail data) Responses to CRSQs received were delivered in an average of: – Day 1: 2.4 seconds. – Day 1 - Retest: 2.7 seconds. Although the KCI results exceed the BLS retail average by a statistically significant amount, it is KCI's professional judgment that the response interval for Test-CLEC-submitted CSRQ pre-orders is within a reasonable timeframe.
O&P-10-3-10	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back-end system.	Satisfied[29]	The KCI standard for pre-order timeliness is an average of 8.0 seconds. Responses to TNAQ_MLHs and TNCAN_MLHs received during KCI's testing were delivered in an average of: – Day 1: 5.6 seconds. – Day 1 - Retest: 1.3 seconds.

[29] BellSouth retail analog data on responses from ATLAS-MLH is not currently available. BellSouth retail ordering representatives currently utilize a manual process for selecting and reserving MLH numbers. As a result, KCI is unable to evaluate TNAQ_MLH and TNCAN_MLH timeliness results in comparison to a retail benchmark for electronic response timeliness.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-10-3-11	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back-end system.	Satisfied[30]	The KCI standard for pre-order timeliness is an average of 8.0 seconds. Responses to TNAQ_DID and TNCAN_DIDs received were delivered in an average of: – Day 1: 4.3 seconds. – Day 1 – Retest: 2.3 seconds.
O&P-10-3-12	The TAG interface provides timely pre-order responses from BLS's OASIS back-end system.	Satisfied[31]	The GPSC-approved standard is parity with retail performance. Based on BLS July performance reports, KCI determined the standard retail response time for SAQ[32] queries to be: – 0.9 seconds (7/28/00 BLS Retail data) – 1.0 seconds (7/31/00 BLS Retail data) Responses to SAQs received were delivered in an average of: – Day 1: 2.9 seconds. – Day 1 – Retest: 3.8 seconds. Although the KCI results exceed the BLS retail average by a statistically significant amount, it is KCI's professional judgment that the response interval for Test-CLEC-submitted SAQ pre-orders is within a reasonable timeframe.

[30] BellSouth retail analog data on responses from ATLAS-DID is not currently available. BellSouth retail ordering representatives currently utilize a manual process for selecting and reserving MLH numbers. As a result, KCI is unable to evaluate TNAQ_DID and TNCAN_DID timeliness results in comparison to a retail benchmark for electronic response timeliness.

[31] See *Figure V-10.6: SAQ Response Distribution* for a distribution of the response times that KCI experienced from the OASIS back-end system.

[32] Service Availability Queries (SAQs) may be performed by requesting a) information on a specific service/feature or group of related features; or b) information on all features available from a particular BellSouth switch.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-10-3-13	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.	Satisfied[33]	The KCI standard for pre-order timeliness is an average of 8.0 seconds. Responses to CDDs received during KCI's testing were delivered in an average of: – Day 1: 0.01 Seconds. – Day 1 - Retest: 0.01 Seconds
Accuracy of System Response[34]			
O&P-10-4-1	BLS systems provide accurate pre-order success responses.	Satisfied	The expected pre-order success responses received during the test were accurate. Responses received by KCI were consistent with the pre-order types associated with them (e.g., CSRQ received a CSR).
O&P-10-4-2	BLS systems provide clear, accurate, and complete Firm Order Confirmations (FOCs).	Satisfied	The KCI standard is 95% accuracy of response type. Of the FOCs analyzed, 100% were correct relative to the LSR submitted (i.e., were received in response to a correctly formatted LSR).
O&P-10-4-3	BLS systems provide accurate order errors (ERRs)/clarifications (CLRs).	Satisfied	The expected pre-order and order error responses received during the test were accurate. Responses received by KCI were consistent with the orders expected.

[33] BellSouth retail analog data is not available for the CDD query. BellSouth retail representatives do not utilize this function when retrieving information needed to process retail orders. As a result, KCI is unable to evaluate CDD timeliness results in comparison to a retail benchmark.

[34] For these criteria, KCI defined an accurate response to be a system response that is consistent with the technical specifications for EDI and TAG success responses *and* to be consistent with the transaction type that initiated the response (e.g., a correctly formatted CSRQ received a Customer Service Record). In the case of error responses, KCI verified that these were only received for incorrectly formatted queries. The contents of the response files (successes and errors) were evaluated for accuracy and completeness for purposes of this test on a sample basis only. A more complete accuracy evaluation for conformance to the BellSouth business rules was undertaken in feature/function testing (OP-1, OP-2 and PRE-1).

Table V-10.7: Production Volume Re-Test (July 31, 2000) Functional Acknowledgement Detailed Results

Product Type	Interface	LSR Sent	Number of ACKs[35] Received	Percentage of Expected ACKs Received	ACK Received < 30 min	Percentage of ACKs received < 30 min	Average LSR To ACK Business Minutes
DL	EDI	8	8	100.0%	8	100.0%	9.75
Resale	EDI	1,709	1,709	100.0%	1,709	100.0%	14.774
UNE Loop	EDI	433	433	100.0%	433	100.0%	15.603
UNE Loop-Port Combo	EDI	862	862	100.0%	862	100.0%	15.255
UNE Port	EDI	8	8	100.0%	8	100.0%	10.75
Subtotal		3,020	3,020	100.0%	3,020	100.0%	15.006
DL	TAG	8	8	100.0%	8	100.0%	0.
Resale	TAG	2,497	2,495	99.9%	2,495	100.0%	0.002
UNE Loop	TAG	626	626	100.0%	626	100.0%	0.003
UNE Loop-Port Combo	TAG	1,270	1,270	100.0%	1,270	100.0%	0.002
UNE Port	TAG	8	8	100.0%	8	100.0%	0.
Subtotal		4,409	4,407	100.0%	4,407	100.0%	0.002
Total		7,429	7,427	100.0%	7,427	100.0%	6.103

[35] An ACK is a Functional Acknowledgement, which is an electronic acknowledgement sent to a CLEC from BLS verifying that BLS has received a firm order.

Table V-10.8: Production Volume Re-Test (July 31, 2000) FOC Detailed Results

Product Type	Interface	LSRs Sent	Number of FOCs Received	Percentage of Expected FOCs Received	FOCs Received < 3 hrs	Percentage of FOCs Received < 3 hrs	Average LSR To FOC Business Minutes
DL	EDI	8	8	100.0%	8	100.0%	73.625
Resale	EDI	1,709	1,707	99.9%	1,707	100.0%	83.548
UNE Loop	EDI	433	429	99.1%	429	100.0%	82.665
UNE Loop-Port Combo	EDI	862	862	100.0%	862	100.0%	85.813
UNE Port	EDI	8	8	100.0%	8	100.0%	100.125
Subtotal		3,020	3,014	99.8%	3,014	100.0%	84.088
DL	TAG	8	8	100.0%	8	100.0%	30.75
Resale	TAG	2,497	2,495	99.9%	2,495	100.0%	22.565
UNE Loop	TAG	626	623	99.5%	623	100.0%	21.703
UNE Loop-Port Combo	TAG	1,270	1,268	99.8%	1,268	100.0%	21.583
UNE Port	TAG	8	8	100.0%	8	100.0%	23.5
Subtotal		4,409	4,402	99.8%	4,402	100.0%	22.177
Total		7,429	7,416	99.8%	7,416	100.0%	47.339

Table V-10.11: Pre-Order Response Timeliness[36]

AAQ	Appointment Availability Query									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	1989	380	32	11	2	9	8	2	47	2480
	80%	15%	1%	0%	0%	0%	0%	0%	2%	100%
Day 2	1954	674	79	18	5	13	12	1	3	2759
	71%	24%	3%	1%	0%	0%	0%	0%	0%	100%
AVQ-TN	**Address Validation Query by Telephone Number**									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	254	142	22	7	4	2	4	6	8	449
	57%	32%	5%	2%	1%	0%	1%	1%	2%	100%
Day 2	253	187	33	6	4	11	3	1	1	499
	51%	37%	7%	1%	1%	2%	1%	0%	0%	100%
TNAQ	**Telephone Number Assignment Query**									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	1942	1047	227	58	17	47	197	31	63	3629
	54%	29%	6%	2%	0%	1%	5%	1%	2%	100%
Day 2	1629	1696	365	93	18	109	132	4	1	4047
	40%	42%	9%	2%	0%	3%	3%	0%	0%	100%
TNSQ	**Telephone Number Selection Query**									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	492	166	59	10	14	32	72	7	18	870
	57%	19%	7%	1%	2%	4%	8%	1%	2%	100%
Day 2	608	255	36	8	3	7	10	3	0	930
	65%	27%	4%	1%	0%	1%	1%	0%	0%	100%
AVQ	**Address Validation Query**									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	0	0	0	0	0	0	2572	256	53	2881
	0%	0%	0%	0%	0%	0%	89%	9%	2%	100%
Day 2	1072	1720	250	64	22	43	25	9	1	3206
	33%	54%	8%	2%	1%	1%	1%	0%	0%	100%

[36] Totals may not equal 100% due to rounding.

SAQ	Service Availability Query									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	0	208	1790	57	6	5	0	0	40	2106
	0%	10%	85%	3%	0%	0%	0%	0%	2%	100%
Day 2	0	0	1058	1095	119	52	14	6	0	2344
	0%	0%	45%	47%	5%	2%	1%	0%	0%	100%
CSRQ	**Customer Service Record Query**									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	116	1195	268	64	12	12	3	9	32	1711
	7%	70%	16%	4%	1%	1%	0%	1%	2%	100%
Day 2	234	978	366	209	59	41	11	6	1	1905
	12%	51%	19%	11%	3%	2%	1%	0%	0%	100%
CDD	**Calculated Due Date**									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	6672	0	0	0	0	0	0	0	0	6672
	100%	0%	0%	0%	0%	0%	0%	0%	0%	100%
Day 2	7421	0	0	0	0	0	0	0	0	7421
	100%	0%	0%	0%	0%	0%	0.0%	0.0%	0.0%	100.0%
TNAQ_MLH	**Telephone Number Availability Query for Multi-line Hunting Numbers**									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	194	43	24	9	21	92	144	9	10	546
	36%	8%	4%	2%	4%	17%	26%	2%	2%	100%
Day 2	518	59	10	4	1	2	5	1	7	607
	85%	10%	2%	1%	0%	0%	1%	0%	1%	100%
TNAQ_DID	**Telephone Number Availability Query for Direct Inward Dial Numbers**									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	40	85	36	14	5	6	7	1	4	198
	20%	43%	18%	7%	3%	3%	4%	1%	2%	100%
Day 2	42	101	51	21	2	1	0	1	0	219
	19%	46%	23%	10%	1%	0%	0%	0%	0%	100%

TNCAN	Telephone Number Cancellation Query									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	77	26	4	5	14	23	43	3	3	198
	39%	13%	2%	3%	7%	12%	22%	2%	2%	100%
Day 2	162	41	9		2	1	0	1	3	219
	74%	19%	4%	0%	1%	0%	0%	0%	1%	100%
TNCAN_MLH	**Telephone Number Cancellation Query for Multi-line Hunting Numbers**									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	152	25	6	1	1	5	4	1	3	198
	77%	13%	3%	1%	1%	3%	2%	1%	2%	100%
Day 2	167	35	7	0	1	2	2	0	5	219
	76%	16%	3%	0%	0%	1%	1%	0%	2%	100%
TNCAN_DID	**Telephone Number Cancellation Query for Direct Inward Dial Numbers**									
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	43	39	30	7	7	23	41	3	5	198
	22%	20%	15%	4%	4%	12%	21%	2%	3%	100%
Day 2	101	75	28	9	5	1	0	0	0	219
	46%	34%	13%	4%	2%	0%	0%	0%	0%	100%
ALL QUERY TYPES										
	<=1 sec	2 sec	3 sec	4 sec	5 sec	6-10 sec	11-20 sec	> 20 sec	No Response	TOTAL
Day 1	11971	3356	2498	243	103	256	3095	328	286	22136
	54%	15%	11%	1%	0%	1%	14%	1%	1%	100%
Day 2	14161	5821	2292	1527	241	283	214	33	22	24594
	58%	24%	9%	6%	1%	1%	1%	0%	0%	100%

Figure V-10.2: AVQ_TN Response Distribution

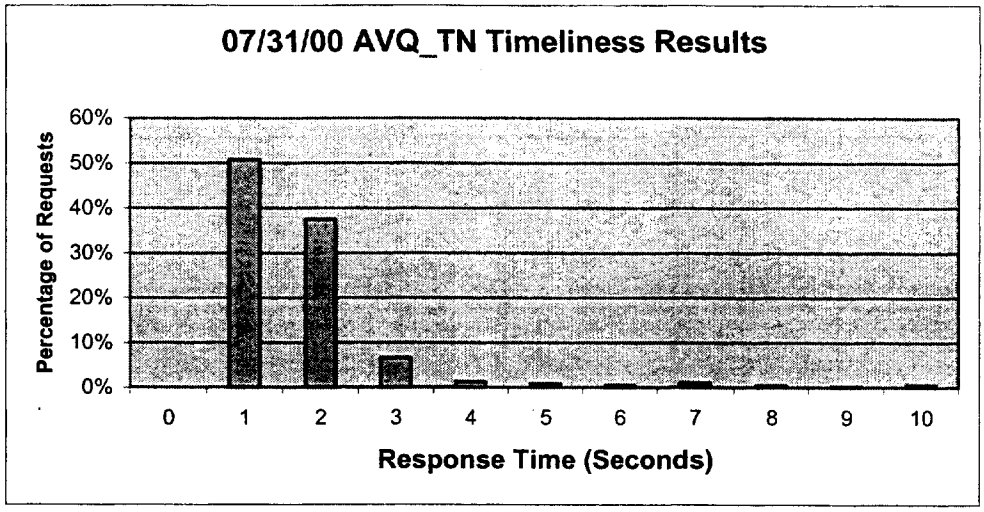


Figure V-10.3: AVQ Response Distribution

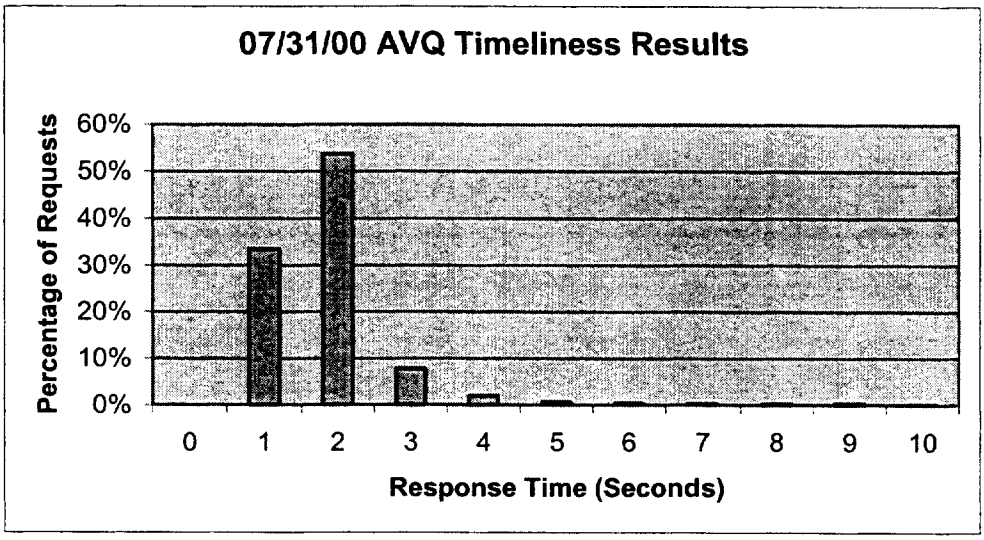


Figure V-10.4: AAQ Response Distribution

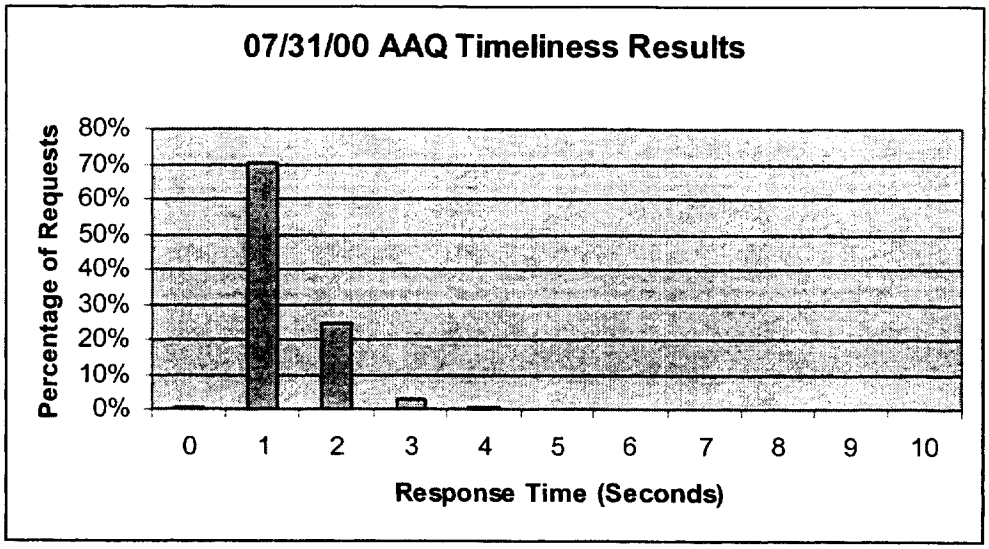
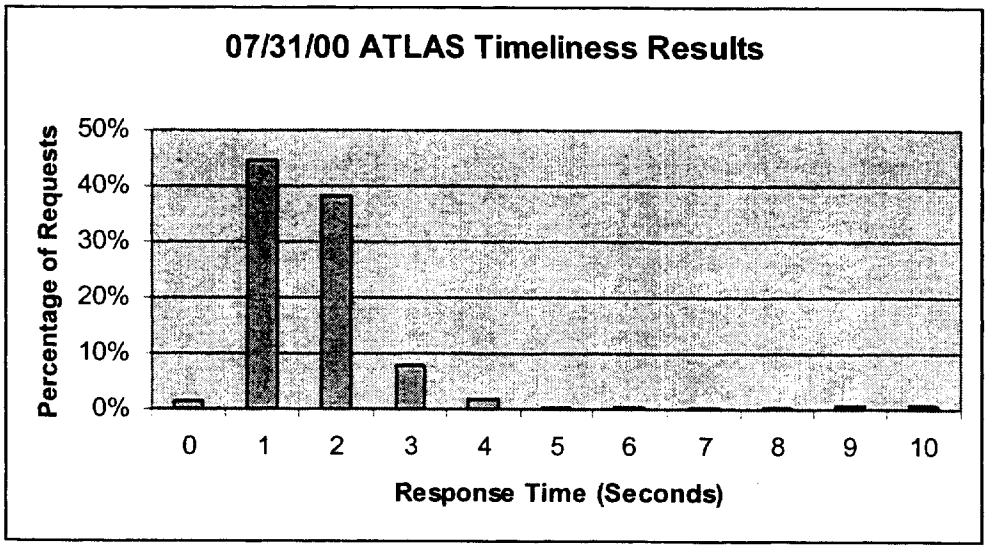


Figure V-10.5: ATLAS Response Distribution[37]



[37] Contains aggregated response times for all pre-order queries on the ATLAS back-end system, including TNAQs, TNSQs, and TN_CANs.

Figure V-10.6: SAQ Response Distribution

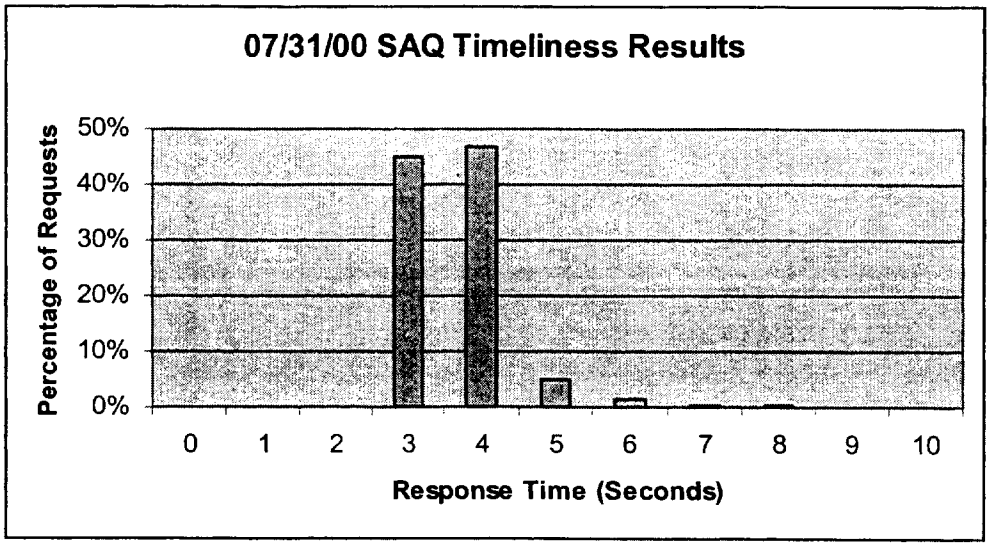


EXHIBIT NO. AJV-8

KPMG Revised Interim Status Report, dated 2/28/2002

KPMG Consulting

February 28, 2002

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, GA 30334-5701

RE: **Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems: Docket No. 8354-U**

Enclosed please find an original and twenty (20) copies, as well as an electronic copy, of the following documents:

(1) A Revised Interim Status Report as well as a red-line version of the Interim Status Report;

(2) V2 Audit III_PMR 4_Data Integrity Status Summary
   a. Average Response Time & Response Interval (P.O. and Ord.) – change to "In Progress;"
   b. Acknowledgment Message Timeliness and Completeness – change to "In Progress;"
   c. Change all "Completed in Audit II" to "Completed in Audit I;"
   d. Change summary totals.

(3) V2 Audit III_PMR 2_Standards_Status_Summary
   a. Change Reject Interval and FOC Timeliness to "Under Review;"
   b. Change Service Order Accuracy to "Not Started;"
   c. Change summary totals.

(4) V2 Audit III_PMR 5_Chart Replication Status
   a. B.1.9.1, B.1.9.2, B.1.9.4 – Change to "In Progress;
   b. B.2.34.1.1.1.1 – Change Month I to "M;"
   c. B.3.1.10.1, B.3.1.10.2 – delete "Completed in Audit II;"
   d. C.1.3.1 – change to "In Progress;"
   e. F.12.2.1 – F.12.2.2 – Change to "In Progress."
   f. Change summary totals for UNE, LIT and General.

On the attachments, for the ease of the Commission, we only have included the pages with changes.

We request that these documents be filed in the above referenced matter.

I would appreciate your filing same and returning a copy stamped "filed" in the enclosed stamped, self-addressed envelope.

Thank you for your assistance in this regard.

Yours very truly,

Linda Gray

Linda Gray
Senior Manager

Enclosures

cc: Parties of Record

1.0 Document Objective

In this document, KPMG Consulting, Inc. (KPMG Consulting) provides an interim status report on developments related to the BellSouth-GA OSS Test Master Test Plan (MTP) and Supplemental Test Plan (STP) (Audit I), June, 2000 Interim Metrics (Audit II) and January 2001 Permanent Metrics (Audit III).

2.0 Status of ongoing evaluations

Audit I:

For a complete review of Audit I, see the March 20th, 2001 Final Reports and subsequent status reports. In the GA MTP and STP final reports, KPMG Consulting evaluated 420 evaluation criteria in the Metrics test. The Metrics test included a Performance Measure test component for each functional test area of the MTP including Pre-Ordering, Ordering and Provisioning, Maintenance and Repair, and Billing; along with the following six test segments in the STP for the SQM reports:

- PMR 1 -- Data Collection and Storage Verification and Validation;
- PMR 2 -- Metrics Definition Documentation and Implementation Verification and Validation;
- PMR 3 -- Metrics Change Management Verification and Validation;
- PMR 4 -- Metrics Data Integrity Verification and Validation;
- PMR 5 -- Metrics Calculation and Reporting Verification and Validation; and
- PMR 6 -- Statistical Analysis Assessment.

BellSouth has satisfied 411 of the 420 evaluation criteria for Audit I contained in the MTP and STP Final Reports. The open exceptions associated with the remaining criteria that BellSouth has still not satisfied and that KPMG Consulting is still evaluating are listed below.

Exception 86 - Percent Provisioning Troubles within 30 days of Service Order Activity – On Friday, December 28, 2001, KPMG Consulting discussed with BellSouth the discrepancies between the BellSouth-reported values and the KPMG Consulting-calculated values for the BellSouth Retail/CLEC Aggregate SQM reports for September and October 2001. As a result of these discussions, BellSouth determined that some of the instructions in the Raw Data User Manual should be listed in a different order.

BellSouth published an updated Raw Data User Manual on its PMAP web site, which was in accordance with our discussions. BellSouth then

provided KPMG Consulting with the November 2001 Percent Provisioning data (along with the corresponding October 2001 Order Completion Interval data), so that KPMG Consulting could attempt replication on this new data set. The KPMG Consulting-calculated values matched the November 2001 BellSouth-reported values, exactly.

BellSouth provided an updated, amended response to this Exception. Based upon KPMG Consulting's findings, and review of this response, KPMG Consulting is preparing a closure statement for this Exception. (See Evaluation Criteria PMR 5-11-2 which will become satisfied with the closure of Exception 86.)

Exception 89 - Pre-Ordering OSS Response Interval - While KPMG Consulting has matched the values reported for the New LENS system, we have not yet matched the values for ROS, RNS and TAG.

KPMG Consulting has received, and is reviewing, the early-stage and raw data for the ROS and TAG systems for the months of September and November 2001, respectively. KPMG Consulting also has received the early-stage data for RNS for September 2001, but awaits the corresponding raw data. BellSouth will also provide an amended response to this Exception. (See Evaluation Criteria PMR 4-1-1.)

Exception 122 - Ordering metrics - use of interface gateway timestamps vs. legacy system timestamps - BellSouth currently is implementing a variety of changes to its systems, such that, in the future, BellSouth will use interface gateway timestamps in its calculation of Reject Interval and FOC Timeliness. At this point, BellSouth estimates that interface gateway timestamps are utilized in the relevant metric calculations more than 95% of the time.

BellSouth has indicated that the related updates to the TAG system were implemented on January 5, 2002 as scheduled, and the remaining EDI system updates will be implemented in May of this year. Once BellSouth has notified KPMG Consulting that all system updates are complete, testing will resume. BellSouth will also provide an amended response to this Exception. (See Evaluation Criteria PMR 2-4-2, PMR 2-4-3, PMR 2-5-2 and PMR 2-5-3.)

Exceptions 136/137 – KPMG Consulting and BellSouth are currently discussing the data completeness issues relating to raw data files for the Ordering metrics, in particular Reject Interval and FOC timeliness. Focusing on the data for September 6, KPMG Consulting attempted to match the records for these files, first by PON only (to provide a first cut of the analysis). It was determined that the early-stage data set obtained

does not provide all the information necessary to determine which records should be excluded.

KPMG Consulting then repeated our analysis, attempting to match records by OCN/PON/VER. We were not entirely successful. KPMG Consulting has provided BellSouth with lists of discrepancies between the TAG and respective raw data files. BellSouth will provide data from other systems, at the earliest point in which they are recorded, to enable KPMG Consulting to identify exclusions appropriately, and to determine whether the raw data are complete. BellSouth will also provide an amended response to this Exception. (See Evaluation Criteria O&P 7-1-3, O&P 7-2-3, and O&P 7-3-3.)

Audit II:

During the evaluation of the original GA test on Performance Metrics (Audit I), the Georgia Commission adopted a set of Interim Measures in June 2000. KPMG Consulting leveraged the work that was underway in Audit I to complete an evaluation of on the Interim Measures (Audit II). Evidence of the leveragability of the work from Audit I to Audit II can be seen in the PMR1 to PMR 6 test sections.

Each PMR test was conducted similarly in Audit I and Audit II, and the results of Audit II are provided under each of the following test sections. The specific similarities are set forth below.

BellSouth has met and satisfied all evaluation criteria for Audit II.

The PMR 5 test for Audit II was specific to the 271 charts that BellSouth produces as the communication vehicle for its state and federal 271 filings. The six test segments of Audit II are:

- PMR 1 -- Data Collection and Storage Verification and Validation;
- PMR 2 -- Metrics Definition Documentation and Implementation Verification and Validation;
- PMR 3 -- Metrics Change Management Verification and Validation;
- PMR 4 -- Metrics Data Integrity Verification and Validation;
- PMR 5 -- Metrics Calculation and Reporting Verification and Validation; and
- PMR 6 -- Statistical Analysis Assessment.

PMR 1 Data Collection and Storage

In Audit I, the Test of the Data Collection and Storage Verification and Validation Review evaluated the key policies and practices for collecting and storing raw data necessary for the creation of performance metrics.

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

Audit I results apply to this topic for both existing Service Quality Measurements (SQMs) and for new levels of disaggregation required by the Interim Metrics where the data for the new levels of disaggregation follow the same path as the those previously investigated in Audit I.

For new SQMs, both the procedures followed in, and the tools used to collect and store the data for, the calculation of the reported measures were within scope in Audit II. Therefore the following five (5) Interim Metrics were reviewed, and the evaluation criteria were all satisfied for the PMR 1 test.

- Pre-Ordering – "Service Inquiry with Firm Order" and "Average Response Time for Loop Makeup Information" (KPMG counts manual and electronic LMU as one measure)

- Provisioning - Coordinated Customer Conversions –% Provisioning Troubles Received Within 7 Days of a Completed Service Order
- Change Management - % Change Management Notices Sent on Time and % Change Management Notices – Delay 8 Plus Days

PMR 2 Definition Documentation and Implementation

In Audit I, the Metrics Definition Documentation and Implementation Verification and Validation Review evaluated the overall policies and practices for documenting and implementing metrics definitions. This included policies and practices associated with both CLEC and retail measurements.

The primary objectives of this review were to determine the adequacy, completeness, accuracy, and logic of the performance metrics as documented. Implementation of the definitions in this test covered both the exclusions and business rules applied in the creation of the raw data as well as any exclusions and business rules that were applied in the calculation of the metrics from the raw data.

KPMG Consulting covered the documentation of metric definitions and business rules for 24 existing SQMs in Audit I. Documentation of SQMs not reviewed previously, but included in the Georgia 271 charts, were within the scope of Audit II.

For existing SQMs, where the raw data was of the same format as the data reviewed in Audit I, the implementation of documented business rules and exclusions were covered in Audit I. For new levels of disaggregates, and new SQMs where the raw data was not previously reviewed, the implementation of the business rules and exclusions were within the scope of Audit II.

KPMG Consulting based its evaluations on documentation of SQMs and computational instructions provided by BellSouth. The following 27 metrics were reviewed, and all evaluation criteria were satisfied:

- **Pre-Ordering:**
  - Service Inquiry with Firm Order
  - Average Response Time for Loop Makeup Information (Manual, Electronic)
- **Ordering**
  - Percent Rejected Service Requests
  - Reject Interval
  - Firm Order Confirmation Timeliness
  - LNP – Percent Rejected Service Requests
  - LNP – Reject Interval
  - LNP - Firm Order Confirmation Timeliness
- **Provisioning:**
  - Mean Held Order Interval and Distribution Intervals
  - Percent Missed Installation Appointments
  - Average Completion Interval / Order Completion Interval Distribution
  - Average Completion Notice Interval
  - Coordinated Customer Conversion Intervals
  - Hot Cut Timeliness % Within Interval and Average Interval
  - Coordinated Customer Conversions –% Provisioning Troubles Received Within 7 Days of a Completed Service Order
  - Percent Provisioning Troubles within 30 days of Service Order Activity
  - Total Service Order Cycle Time
  - LNP Percent Missed Installation Appointments
  - LNP Average Disconnect Timeliness
  - LNP Total Service Order Cycle Time

- **Maintenance and Repair**
    - Missed Repair Appointments
    - Customer Trouble Report Rate
    - Maintenance Average Duration
    - Percent Repeat Troubles within 30 days
    - Out of Service > 24 hours
- **Change Management**
    - %Change Management Notices Sent on Time
    - %Change Management Notices Delayed >= 8 Days

PMR 3 Change Management

In Audit I, the Metrics Change Management Verification and Validation Review evaluated the overall policies and practices for managing changes in BLS's production and reporting of metrics. All of the evaluation criteria for the Audit I PMR 3 test were satisfied.

The assumption for Audit II was that the overall policies and practices for managing changes for the new levels of disaggregation was the same as were verified and validated by Audit I; and, therefore, this area was not covered in the scope of Audit II.

In addition, this review was not considered to be applicable to the newly developed SQMs because no changes have yet been made to these new measures.

PMR 4 Data Integrity

In Audit I, the Metrics Data Integrity Verification and Validation Review evaluated the overall practices and policies for processing the data used by BLS in the production of the reported performance metrics. The objective of this test was to determine the key procedures for processing the data necessary to produce performance metrics and the integrity of the processed data.

For existing SQMs, where the raw data is of the same format as the data reviewed in the Audit I test, the results of Audit I test satisfied the requirements of Audit II.

For new SQMs, and new levels of disaggregates where the raw data had not been reviewed previously, Audit II relied on reviewing the computer script that extracts the raw data, and a review of the extracted data itself to verify that a) the calculations are performed accurately and b) no records are inappropriately included or excluded from the raw data.

Audit II included 25 of the metrics listed under the Metrics Definition Documentation and Implementation Verification and Validation Review above (less Coordinated Customer Conversions and Average Completion Notice Interval). All evaluation criteria were met and satisfied for the PMR 4 test.

PMR 5 Calculation and Reporting (271 Chart Replication)

The Calculation and Reporting Validation Review evaluated the processes used to calculate and report the performance measures as requested in the June 6, 2000 GPSC Docket and reported on the 271 Charts.

The objectives of this test were to determine the accuracy of metrics calculations, and to test for consistency between the reported measures and levels of disaggregates and those requested in the June 6, 2000 GPSC Docket.

KPMG Consulting based all of its evaluations on the raw data provided by BellSouth, or raw data extracted directly from the BellSouth early stage systems, and the computational instructions provided by BellSouth.

The test relied on re-calculating the measures for the CLEC-aggregate and retail analogs, using the raw data provided by BellSouth, and reconciling any discrepancies between BellSouth reported values and the KPMG Consulting calculated values.

The Calculation and Reporting Validation Review included six report areas: Resale, Unbundled Network Elements (UNEs), Local Interconnection Trunks (LITs), Operations Support Systems (OSS), Collocation, and General. Typically, the data included the report months of June 2000, July 2000, and August 2000.

A total of 1178 charts were reviewed, with 1178 charts satisfying the evaluation criteria for a 100% match rate. A complete review of the PMR 5 test can be seen in the attached document, V2Audit II_PMR5_StatusSummary. All evaluation criteria for PMR 5 have been met and satisfied.

PMR 6 Statistical Analysis Assessment

The Statistical Analysis Assessment evaluated the processes and statistical methods employed by BellSouth to evaluate parity of service BellSouth offers to the CLECs relative to the level of service BellSouth provides retail customers. The primary objective was to assess the accuracy and validity of these statistical methods.

The activities undertaken to assess the accuracy and validity of the statistical methods employed by BellSouth included a two-pronged approach. First, in order to assess the validity and appropriateness of the application of the BLS tests, KPMG Consulting evaluated whether or not the mean, rate, or proportion test were applied appropriately to the particular measure. Second, KPMG Consulting evaluated the accuracy of the BellSouth reported standard errors for each of the three types of measures.

The basis for Audit II statistical assessment was a random sample of Provisioning and Maintenance Repair charts chosen from all of the available Georgia 271 charts where the benchmark is an equity measure provided by BellSouth. All evaluation criteria for PMR 6 were met and satisfied.

Exception 129

All issues identified in Exception 129 have been resolved and satisfactorily. An amended Exception 129 to reflect the closures will be issued.

Audit III:

After the evaluation of the original GA test on Performance Metrics (Audit I) and the audit on Interim Measures (Audit II), the Georgia Commission ordered a set of permanent measures in January 2001. KPMG Consulting leveraged the work that had been completed in Audits I and II to undertake a third audit on the Permanent Measures (Audit III). As can be seen in the following PMR 1 to PMR 5 test sections, those PMR tests for Audit III are being conducted similarly to the Audit I and Audit II tests, and the results and current status of Audit III are provided under each of the appropriate test sections. In Audit III, PMR-6 and PMR-7 apply to SEEMs.

Audits I and II were thoroughly performed and establish a baseline for the review of Audit III since BellSouth continues to use the same systems to produce performance metrics. These systems have been changed over time to the extent necessary to produce new measures and different levels of disaggregation from various sets of metrics that have been ordered by the GA Commission. For a more detailed review of the specific statuses and issues at the metric and disaggregate levels for Audit III, please refer to the attached spreadsheets as referenced in each test section.

PMR 1 Data Collection and Storage

As part of Audit III, KPMG Consulting currently is retesting PMR1 by requesting re-verification of documentation and interview summaries to confirm that they are still applicable and correct. Except for capacity management, all tests pertaining to other PMR1 criteria have been completed, and the evaluation criteria satisfied

KPMG Consulting continues to verify documentation and information specifically relating to BellSouth's capacity and capacity plans for collecting and storing data for both the automated and manual processes used for the performance metrics reporting.

This test is currently 90% complete.

PMR 2 Standards and Definitions

KPMG Consulting continues to evaluate metrics definitions and standards documentation, and to review the related policies and practices, through review of the BellSouth OSS Testing Service Quality Measurements Plan, Georgia Performance Metrics and BellSouth's PMAP reports. Three months of reports will be reviewed.

KPMG Consulting continues to examine the SQM document to verify that the measurements accurately represent BellSouth's SQM reporting. KPMG Consulting also is verifying that the PMAP reports are complete and consistent in accordance with the guidelines, and that the reports are available to BellSouth's wholesale customers on a consistent basis. Lastly, KPMG Consulting continues to verify that BellSouth publishes the monthly reports on time.

As of December 28, 2001 the status for each month was:

Month I

- Thirty (30) metrics were completed in Audits I and II, and are thus complete.
- Of the remaining forty four (44) metrics:
    - Thirty-seven (37) have been reviewed, met the evaluation criteria and are considered complete.
    - The three (3) Collocation metrics (Average Response Time, Average Arrangement Time and Percent of Due Dates Missed) and FOC Timeliness and Reject Interval are still being reviewed.

- Two metrics, Coordinated Customer Conversions, Average Recovery Time, and Service Order Accuracy, have not been started.

Month I is 91% complete.

Month II

- Thirty (30) metrics were completed in Audits I and II.
- Of the remaining forty four (44) metrics:
  - Thirty-three (33) have been reviewed, met the evaluation criteria and are considered complete.
  - Nine (9) metrics (FOC and Reject Response Completeness, Percent Database Update Accuracy, two Bona Fide/New Business Requests, FOC Timeliness and Reject Interval, Average Response Time, Average Arrangement Time and Percent of Due Dates Missedare currently under review.
  - Two metrics, Coordinated Customer Conversions, Average Recovery Time, and Service Order Accuracy have not been started.

Month II is 85% complete.

Month III

- Month III will be started upon completion of Month II testing.

A complete review of the PMR 2 test can be seen in the attached document, *V2Audit III_PMR2_Standards_Status_Summary*.

PMR 3 Change Management

KPMG Consulting is retesting Audit I PMR3 from the STP by requesting re-verification of documentation and interview summaries to confirm that they are still applicable and correct.

As a result of our retesting, KPMG Consulting is in the process of issuing draft exceptions on the following issues:

- KPMG Consulting has discovered that BellSouth is not adhering to the documented metrics change control process for tracking changes in TeamConnection. KPMG Consulting reviewed BellSouth's TeamConnection reports reflecting the status of requested changes. Seven (7) changes with the

highest possible priority settings were observed as having been implemented, but had remained opened for over seven months. KPMG Consulting identified this as an inconsistency between the process and documentation.

- KPMG Consulting discovered that BellSouth has no documented process or control group for monitoring open change requests in TeamConnection. KPMG Consulting discovered that BellSouth has six TeamConnection changes for Features with the highest Feature priority setting, and one TeamConnection change for a Defect with the highest Defect priority setting, which have been open for over seven months. BellSouth's documentation indicates that the highest Feature priority setting and the highest Defect priority setting should be assigned to changes such as those mandated by regulatory orders. The fact that Features with the highest priority setting, and Defects with the highest priority, have remained open for over seven months could indicate that BellSouth is either not tracking the closure of the changes, is not working appropriately to resolve the changes, or has incorrectly assigned the priority setting.
- KPMG Consulting has discovered that BellSouth posted raw data to the PMAP website without simultaneously posting the corresponding release of the Raw Data User's Manual (RDUM).

The work necessary to complete the PMR3 test involves the continued monitoring and retesting of the proposed Exceptions to bring them to resolution.

This test is currently at 85% complete.

PMR 4 Data Integrity

The Metrics Data Integrity Verification and Validation Review is being conducted for the nineteen (19) new metrics, and forty-one (41) metrics with new levels of disaggregations added to the Georgia SQM since the completion of the Audit I and Audit II Tests.

The analysis process includes comparison of data from the Legacy/Source Systems to the data captured in Barney Snapshot tables; and, the comparison of the Barney Snapshot tables to the PMAP Staging Tables. Defined business rules are applied to the data in the PMAP Staging tables, and the results compared to the NODS Reporting Tables.

The following is the current status of the data integrity testing:

- One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
- Thirteen (13) metrics were reviewed in Audits I and II.
- Twenty-three (23) metrics reviews have been started:
  - Six (6) have met the evaluation criteria and are considered complete.
  - Reviews of seventeen (17) metrics are in still in progress.
- Review of thirty-seven (37) metrics have not been started.
- Draft Exception 186 was issued December 28 and states that BellSouth incorrectly excludes data between the BARNEY Snapshots, and NODS stages of the PMAP process. The excluded data are inputs into the calculation of the fully mechanized and partially mechanized orders for the "Ordering: Firm Order Confirmation (FOC) and Reject Response Completeness" Service Quality Measurement (SQM) for June 2001 data.

Of the 37 metrics where testing has been started in Audit III, or completed in Audits I or II, 20 (or 54%) have satisfied the evaluation criteria and are complete. A complete review of the PMR 4 test can be seen in the attached document, *V2Audit III_PMR4_Data Integrity Status Summary*.

KPMG Consulting is in the process of issuing draft exceptions on the following issues:

- BellSouth does not properly construct the processed data used to validate certain Ordering Service Quality Measurements (Ordering: FOC timeliness {non-trunks} and Reject interval). *(*September 2001).
- BellSouth incorrectly excludes data between Barney snapshots and NODS stages of the PMAP process that go into the calculation of the fully mechanized and partially mechanized orders for the "Ordering: Percent Rejected Service Requests (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.
- BellSouth incorrectly includes multiple instances of the same Service Order Number in NODS for the "Provisioning: Average Completion Notice Interval (ACNI)" Service Quality Measurement (SQM) for November 2001 data.

PMR 5 Replication – SQM Reports

The replication for the SQM reports is a three step process. First, the SQMs are calculated using the raw data provided by BellSouth. Second, a comparison of the values are made to the SQM values reported by BellSouth. Third, the levels of product disaggregation BellSouth reported is compared to those it listed in its SQM plan. Three months of replication will be completed for each metric.

By means of this three step process, KPMG Consulting is able to assess the accuracy and completeness of reported performance measure disaggregation levels, and determine whether there is agreement between KPMG Consulting-calculated and BellSouth–reported SQM values. For the Audit III, there are 60 metrics to be reviewed.

The current status of the SQM Report replication is:

Month I

- Fourteen (14) metrics were completed and met the evaluation criteria in Audit II.
- As part of Audit III:
  - One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
  - Three (3) metrics currently do not have values published and are considered placeholders for future reporting.
  - Thirty (30) metrics have met the evaluation criteria and are considered complete.
  - Twenty two (22) metrics have non-matched values and will require retesting.
  - Four (4) metrics have not been started.

Month II

- Fourteen (14) metrics were completed and met the evaluation criteria in Audit II.

- As part of Audit III:
  - One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
  - Three (3) metrics currently do not have values published and are considered placeholders for future reporting.
  - Twenty eight (28) metrics have met the evaluation criteria and are complete.
  - Three (3) metrics have non-matched values and will require retesting.
  - Twenty five (25) metrics have not been started.

Month III

- Fourteen Metrics were completed and met the evaluation criteria in Audit II.
- As part of Audit III:
  - One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
  - Three (3) metrics currently do not have values published and are considered placeholders for future reporting.
  - Twenty seven (27) metrics have met the evaluation criteria and are considered complete.
  - One (1) metric has non-matched values and will require retesting.
  - Twenty eight (28) metrics have not been started

This test is currently 52% complete. A complete review of the PMR 5 for the SQM reports can be seen in the attached document, *V2Audit III_PMR5_SQMs By Metric_Status_Summary*.

There are currently five (5) Exceptions related to the SQM reports. BellSouth has responded to each one, and KPMG Consulting is currently retesting. These Exceptions are:

- Exception 138

  KPMG Consulting could not replicate the values in the "Ordering: Acknowledgement Message Completeness" Service Quality Measurement (SQM) report for the CLEC Aggregate (July 2001).

- Exception 139

  KPMG Consulting could not replicate the values in the "Provisioning: Coordinated Customer Conversions" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).

- Exception 140

  KPMG Consulting cannot replicate the values in the "Provisioning: Hot-Cuts Troubles within 7 Days of the Service Order Completion" Service Quality Measurement (SQM) report for the CLEC Aggregate (September 2001).

- Exception 141

  KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).

- Exception 142

  KPMG Consulting could not replicate the values in the Provisioning: Jeopardy Interval & % Jeopardy Non Mechanized" Service Quality Measurement (SQM) report for the CLEC Aggregate (July 2001).

PMR 5 Replication – 271 Charts

The replication process calculates the SQM values using BellSouth raw data and compares the KPMG Consulting calculated values to the SQM values depicted on the graphical charts. Three months of replication will be completed for each metric.

The current status of the chart replication is:

Month I

- Fourteen (14) metrics were completed and met the evaluation criteria in Audit II.

- As part of Audit III:
    - One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
    - Three (3) metrics currently do not have values published and are considered placeholders for future reporting.
    - Thirty (30) metrics have met the evaluation criteria and are considered complete.
    - Twenty one (21) metrics have non-matched values and will require retesting.
    - Five (5) metrics have not been started.

Month II

- Fourteen (14) metrics were completed and met the evaluation criteria in Audit II.
- As part of Audit III:
    - One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
    - Three (3) metrics currently do not have values published and are considered placeholders for future reporting.
    - Twenty-nine (29) metrics have met the evaluation criteria and are considered complete.
    - Three (3) metrics have non-matched values and will require retesting.
    - Twenty-four (24) metrics have not been started.

Month III

- Fourteen (14) metrics were completed and met the evaluation criteria in Audit II.
- As part of Audit III:
    - One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.

- Three (3) metrics currently do not have values published and are considered placeholders for future reporting.
- Twenty-eight (28) metrics have met the evaluation criteria and are considered complete.
- One (1) metric has non-matched values and will require retesting.
- Twenty-seven (27) metrics have not been started.

Overall, this test is currently at 53% complete.

A complete review of the PMR 5 Report for 271 Charts can be seen in the attached document, *V2AuditIII_PMR5_271 Charts By Metric Status Summary*. Additionally, a complete review for the PMR 5 for the disaggregated charts can be seen in the attached document *V2AuditIII_PMR 5_Chart Replication Status*.

Current outstanding issues are listed on the attached PMR 5 Issue Log attachment *V2AuditIII_PMR 5_Chart_Replication_IssueLog123101*. This issue log is produced and maintained for the 271 charts replication activities. KPMG Consulting will issue one exception at the conclusion of the test capturing BellSouth issues and resolution activities. The specific replication Non-Matches for the PMR 5 test can be seen in attachment *V2AuditIII PMR5_Replication_Issues.* This spreadsheet gives the specific issues and non-matched conditions identified in *V2AuditIII_PMR 5_Chart_Replication_IssueLog123101*

PMR 6 Statistical Analysis For SEEMS

The Statistical Analysis test is scheduled to lag the Replication test. Analysis of the Statistical methodology is in progress and currently 15% complete.

PMR 7 Enforcement Review of SEEMS

The Enforcement Analysis calculates the SQM values using BellSouth raw data and compares the KPMG Consulting calculated values to the SQM values used for the Remedy payments. There are three (3) tiers of Metrics to be analyzed for three months.

This test is currently 15% complete.

The current status of the Enforcement Analysis is:

- **Tier I (27 Metrics):**

- Month I:
  - One (1) metric has been matched
  - Two (2) are non-matched.
  - Five (5) are in progress.
  - Nineteen (19) have not been started.
- Month II:
  - Two (2) metrics have been matched.
  - Twenty five (25) have not been started.
- Month III – Not Started

- **Tier II and Tier III Metrics have not been started.**

BellSouth-GA OSS Testing Evaluation Interim Status Report

(Red-line Version)

Revised February 28, 2002

1.0 Document Objective

In this document, KPMG Consulting, Inc. (KPMG Consulting) provides an interim status report on developments related to the BellSouth-GA OSS Test Master Test Plan (MTP) and Supplemental Test Plan (STP) (Audit I), June, 2000 Interim Metrics (Audit II) and January 2001 Permanent Metrics (Audit III).

2.0 Status of ongoing evaluations

Audit I:

For a complete review of Audit I, see the March 20th, 2001 Final Reports and subsequent status reports. In the GA MTP and STP final reports, KPMG Consulting evaluated ~~417~~ 420 evaluation criteria in the Metrics test. The Metrics test included a Performance Measure test component for each functional test area of the MTP including Pre-Ordering, Ordering and Provisioning, Maintenance and Repair, and Billing; along with the following six test segments in the STP for the SQM reports:

- PMR 1 -- Data Collection and Storage Verification and Validation;
- PMR 2 -- Metrics Definition Documentation and Implementation Verification and Validation;
- PMR 3 -- Metrics Change Management Verification and Validation;
- PMR 4 -- Metrics Data Integrity Verification and Validation;
- PMR 5 -- Metrics Calculation and Reporting Verification and Validation; and
- PMR 6 -- Statistical Analysis Assessment.

BellSouth has satisfied ~~408~~ 411 of the ~~417~~ 420 evaluation criteria for Audit I contained in the MTP and STP Final Reports. The open exceptions associated with the remaining criteria that BellSouth has still not satisfied and that KPMG Consulting is still evaluating are listed below.

Exception 86 - Percent Provisioning Troubles within 30 days of Service Order Activity – On Friday, December 28, 2001, KPMG Consulting discussed with BellSouth the discrepancies between the BellSouth-reported values and the KPMG Consulting-calculated values for the BellSouth Retail/CLEC Aggregate SQM reports for September and October 2001. As a result of these discussions, BellSouth determined that some of the instructions in the Raw Data User Manual should be listed in a different order.

BellSouth published an updated Raw Data User Manual on its PMAP web site, which was in accordance with our discussions. BellSouth then

provided KPMG Consulting with the November 2001 Percent Provisioning data (along with the corresponding October 2001 Order Completion Interval data), so that KPMG Consulting could attempt replication on this new data set. The KPMG Consulting-calculated values matched the November 2001 BellSouth-reported values, exactly.

BellSouth provided an updated, amended response to this Exception. Based upon KPMG Consulting's findings, and review of this response, KPMG Consulting is preparing a closure statement for this Exception. (See Evaluation Criteria PMR 5-11-2 which will become satisfied with the closure of Exception 86.)

Exception 89 - Pre-Ordering OSS Response Interval - While KPMG Consulting has matched the values reported for the New LENS system, we have not yet matched the values for ROS, RNS and TAG.

KPMG Consulting has received, and is reviewing, the early-stage and raw data for the ROS and TAG systems for the months of September and November 2001, respectively. KPMG Consulting also has received the early-stage data for RNS for September 2001, but awaits the corresponding raw data. BellSouth will also provide an amended response to this Exception. (See Evaluation Criteria PMR 4-1-1.)

Exception 122 - Ordering metrics - use of interface gateway timestamps vs. legacy system timestamps - BellSouth currently is implementing a variety of changes to its systems, such that, in the future, BellSouth will use interface gateway timestamps in its calculation of Reject Interval and FOC Timeliness. At this point, BellSouth estimates that interface gateway timestamps are utilized in the relevant metric calculations more than 95% of the time.

BellSouth has indicated that the related updates to the TAG system were implemented on January 5, 2002 as scheduled, and the remaining EDI system updates will be implemented in May of this year. Once BellSouth has notified KPMG Consulting that all system updates are complete, testing will resume. BellSouth will also provide an amended response to this Exception. (See Evaluation Criteria PMR 2-4-2, PMR 2-4-3, PMR 2-5-2 and PMR 2-5-3.)

Exceptions 136/137 – KPMG Consulting and BellSouth are currently discussing the data completeness issues relating to raw data files for the Ordering metrics, in particular Reject Interval and FOC timeliness. Focusing on the data for September 6, KPMG Consulting attempted to match the records for these files, first by PON only (to provide a first cut of the analysis). It was determined that the early-stage data set obtained

does not provide all the information necessary to determine which records should be excluded.

KPMG Consulting then repeated our analysis, attempting to match records by OCN/PON/VER. We were not entirely successful. KPMG Consulting has provided BellSouth with lists of discrepancies between the TAG and respective raw data files. BellSouth will provide data from other systems, at the earliest point in which they are recorded, to enable KPMG Consulting to identify exclusions appropriately, and to determine whether the raw data are complete. BellSouth will also provide an amended response to this Exception. (See Evaluation Criteria O&P 7-1-3, O&P 7-2-3, and O&P 7-3-3.)

Audit II:

During the evaluation of the original GA test on Performance Metrics (Audit I), the Georgia Commission adopted a set of Interim Measures in June 2000. KPMG Consulting leveraged the work that was underway in Audit I to complete an evaluation of on the Interim Measures (Audit II). Evidence of the leveragability of the work from Audit I to Audit II can be seen in the PMR1 to PMR 6 test sections.

Each PMR test was conducted similarly in Audit I and Audit II, and the results of Audit II are provided under each of the following test sections. The specific similarities are set forth below.

BellSouth has met and satisfied all evaluation criteria for Audit II.

The PMR 5 test for Audit II was specific to the 271 charts that BellSouth produces as the communication vehicle for its state and federal 271 filings. The six test segments of Audit II are:

- PMR 1 -- Data Collection and Storage Verification and Validation;
- PMR 2 -- Metrics Definition Documentation and Implementation Verification and Validation;
- PMR 3 -- Metrics Change Management Verification and Validation;
- PMR 4 -- Metrics Data Integrity Verification and Validation;
- PMR 5 -- Metrics Calculation and Reporting Verification and Validation; and
- PMR 6 -- Statistical Analysis Assessment.

PMR 1 Data Collection and Storage

In Audit I, the Test of the Data Collection and Storage Verification and Validation Review evaluated the key policies and practices for collecting and storing raw data necessary for the creation of performance metrics.

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

Audit I results apply to this topic for both existing Service Quality Measurements (SQMs) and for new levels of disaggregation required by the Interim Metrics where the data for the new levels of disaggregation follow the same path as the those previously investigated in Audit I.

For new SQMs, both the procedures followed in, and the tools used to collect and store the data for, the calculation of the reported measures were within scope in Audit II. Therefore the following ~~three (3)~~ five (5) Interim Metrics were reviewed, and the evaluation criteria were all satisfied for the PMR 1 test.

- Pre-Ordering – "Service Inquiry with Firm Order" and "Average Response Time for Loop Makeup Information" (KPMG counts manual and electronic LMU as one measure)

- Provisioning - Coordinated Customer Conversions –% Provisioning Troubles Received Within 7 Days of a Completed Service Order
- Change Management - % Change Management Notices Sent on Time and % Change Management Notices – Delay 8 Plus Days

PMR 2 Definition Documentation and Implementation

In Audit I, the Metrics Definition Documentation and Implementation Verification and Validation Review evaluated the overall policies and practices for documenting and implementing metrics definitions. This included policies and practices associated with both CLEC and retail measurements.

The primary objectives of this review were to determine the adequacy, completeness, accuracy, and logic of the performance metrics as documented. Implementation of the definitions in this test covered both the exclusions and business rules applied in the creation of the raw data as well as any exclusions and business rules that were applied in the calculation of the metrics from the raw data.

KPMG Consulting covered the documentation of metric definitions and business rules for 24 existing SQMs in Audit I. Documentation of SQMs not reviewed previously, but included in the Georgia 271 charts, were within the scope of Audit II.

For existing SQMs, where the raw data was of the same format as the data reviewed in Audit I, the implementation of documented business rules and exclusions were covered in Audit I. For new levels of disaggregates, and new SQMs where the raw data was not previously reviewed, the implementation of the business rules and exclusions were within the scope of Audit II.

KPMG Consulting based its evaluations on documentation of SQMs and computational instructions provided by BellSouth. The following 27 metrics were reviewed, and all evaluation criteria were satisfied:

- **Pre-Ordering:**
  - Service Inquiry with Firm Order
  - Average Response Time for Loop Makeup Information (Manual, Electronic)
- **Ordering**
  - Percent Rejected Service Requests
  - Reject Interval
  - Firm Order Confirmation Timeliness
  - LNP – Percent Rejected Service Requests
  - LNP – Reject Interval
  - LNP - Firm Order Confirmation Timeliness
- **Provisioning:**
  - Mean Held Order Interval and Distribution Intervals
  - Percent Missed Installation Appointments
  - Average Completion Interval / Order Completion Interval Distribution
  - Average Completion Notice Interval
  - Coordinated Customer Conversion Intervals
  - Hot Cut Timeliness % Within Interval and Average Interval
  - Coordinated Customer Conversions –% Provisioning Troubles Received Within 7 Days of a Completed Service Order
  - Percent Provisioning Troubles within 30 days of Service Order Activity
  - Total Service Order Cycle Time
  - LNP Percent Missed Installation Appointments
  - LNP Average Disconnect Timeliness
  - LNP Total Service Order Cycle Time

- **Maintenance and Repair**
    - Missed Repair Appointments
    - Customer Trouble Report Rate
    - Maintenance Average Duration
    - Percent Repeat Troubles within 30 days
    - Out of Service > 24 hours
- **Change Management**
    - %Change Management Notices Sent on Time
    - %Change Management Notices Delayed >= 8 Days

PMR 3 Change Management

In Audit I, the Metrics Change Management Verification and Validation Review evaluated the overall policies and practices for managing changes in BLS's production and reporting of metrics. All of the evaluation criteria for the Audit I PMR 3 test were satisfied.

The assumption for Audit II was that the overall policies and practices for managing changes for the new levels of disaggregation was the same as were verified and validated by Audit I; and, therefore, this area was not covered in the scope of Audit II.

In addition, this review was not considered to be applicable to the newly developed SQMs because no changes have yet been made to these new measures.

PMR 4 Data Integrity

In Audit I, the Metrics Data Integrity Verification and Validation Review evaluated the overall practices and policies for processing the data used by BLS in the production of the reported performance metrics. The objective of this test was to determine the key procedures for processing the data necessary to produce performance metrics and the integrity of the processed data.

For existing SQMs, where the raw data is of the same format as the data reviewed in the Audit I test, the results of Audit I test satisfied the requirements of Audit II.

For new SQMs, and new levels of disaggregates where the raw data had not been reviewed previously, Audit II relied on reviewing the computer script that extracts the raw data, and a review of the extracted data itself to verify that a) the calculations are performed accurately and b) no records are inappropriately included or excluded from the raw data.

Audit II included ~~the same~~ 25 of the metrics listed under the Metrics Definition Documentation and Implementation Verification and Validation Review above (less Coordinated Customer Conversions and Average Completion Notice Interval). All evaluation criteria were met and satisfied for the PMR 4 test.

PMR 5 Calculation and Reporting (271 Chart Replication)

The Calculation and Reporting Validation Review evaluated the processes used to calculate and report the performance measures as requested in the June 6, 2000 GPSC Docket and reported on the 271 Charts.

The objectives of this test were to determine the accuracy of metrics calculations, and to test for consistency between the reported measures and levels of disaggregates and those requested in the June 6, 2000 GPSC Docket.

KPMG Consulting based all of its evaluations on the raw data provided by BellSouth, or raw data extracted directly from the BellSouth early stage systems, and the computational instructions provided by BellSouth.

The test relied on re-calculating the measures for the CLEC-aggregate and retail analogs, using the raw data provided by BellSouth, and reconciling any discrepancies between BellSouth reported values and the KPMG Consulting calculated values.

The Calculation and Reporting Validation Review included six report areas: Resale, Unbundled Network Elements (UNEs), Local Interconnection Trunks (LITs), Operations Support Systems (OSS), Collocation, and General. Typically, the data included the report months of June 2000, July 2000, and August 2000.

A total of 1178 charts were reviewed, with 1178 charts satisfying the evaluation criteria for a 100% match rate. A complete review of the PMR 5 test can be seen in the attached document, V2Audit II_PMR5_StatusSummary. All evaluation criteria for PMR 5 have been met and satisfied.

PMR 6 Statistical Analysis Assessment

The Statistical Analysis Assessment evaluated the processes and statistical methods employed by BellSouth to evaluate parity of service BellSouth offers to the CLECs relative to the level of service BellSouth provides retail customers. The primary objective was to assess the accuracy and validity of these statistical methods.

The activities undertaken to assess the accuracy and validity of the statistical methods employed by BellSouth included a two-pronged approach. First, in order to assess the validity and appropriateness of the application of the BLS tests, KPMG Consulting evaluated whether or not the mean, rate, or proportion test were applied appropriately to the particular measure. Second, KPMG Consulting evaluated the accuracy of the BellSouth reported standard errors for each of the three types of measures.

The basis for Audit II statistical assessment was a random sample of Provisioning and Maintenance Repair charts chosen from all of the available Georgia 271 charts where the benchmark is an equity measure provided by BellSouth. All evaluation criteria for PMR 6 were met and satisfied.

Exception 129

All issues identified in Exception 129 have been resolved and satisfactorily. An amended Exception 129 to reflect the closures will be issued.

Audit III:

After the evaluation of the original GA test on Performance Metrics (Audit I) and the audit on Interim Measures (Audit II), the Georgia Commission ordered a set of permanent measures in January 2001. KPMG Consulting leveraged the work that had been completed in Audits I and II to undertake a third audit on the Permanent Measures (Audit III). As can be seen in the following PMR 1 to PMR ~~6~~5 test sections, ~~each~~ those PMR tests for Audit III ~~is~~are being conducted similarly to the Audit I and Audit II tests, and the results and current status of Audit III are provided under each of the appropriate test sections. In Audit III, PMR-6 and PMR-7 apply to SEEMs.

Audits I and II were thoroughly performed and establish a baseline for the review of Audit III since BellSouth continues to use the same systems to produce performance metrics. These systems have been changed over time to the extent necessary to produce new measures and different levels of disaggregation from various sets of metrics that have been ordered by the GA Commission. For a more detailed review of the specific statuses and issues at the metric and disaggregate levels for Audit III, please refer to the attached spreadsheets as referenced in each test section.

PMR 1 Data Collection and Storage

As part of Audit III, KPMG Consulting currently is retesting PMR1 by requesting re-verification of documentation and interview summaries to confirm that they are still applicable and correct. Except for capacity management, all tests pertaining to other PMR1 criteria have been completed, and the evaluation criteria satisfied

KPMG Consulting continues to verify documentation and information specifically relating to BellSouth's capacity and capacity plans for collecting and storing data for both the automated and manual processes used for the performance metrics reporting.

This test is currently 90% complete.

PMR 2 Standards and Definitions

KPMG Consulting continues to evaluate metrics definitions and standards documentation, and to review the related policies and practices, through review of the BellSouth OSS Testing Service Quality Measurements Plan, Georgia Performance Metrics and BellSouth's PMAP reports. Three months of reports will be reviewed.

KPMG Consulting continues to examine the SQM document to verify that the measurements accurately represent BellSouth's SQM reporting. KPMG Consulting also is verifying that the PMAP reports are complete and consistent in accordance with the guidelines, and that the reports are available to BellSouth's wholesale customers on a consistent basis. Lastly, KPMG Consulting continues to verify that BellSouth publishes the monthly reports on time.

As of December 28, 2001 the status for each month was:

Month I

- Thirty (30) metrics were completed in Audits I and II, and are thus complete.
- Of the remaining forty four (44) metrics:
  - ~~Forty (40)~~Thirty-seven (37) have been reviewed, met the evaluation criteria and are considered complete.
  - The three (3) Collocation metrics (Average Response Time, Average Arrangement Time and Percent of Due Dates Missed) and FOC Timeliness and Reject Interval are still being reviewed.

- ~~One~~Two metrics, Coordinated Customer Conversions, Average Recovery Time, and Service Order Accuracy, ~~has~~have not been started.

Month I is ~~95~~91% complete.

Month II

- Thirty (30) metrics were completed in Audits I and II.
- Of the remaining forty four (44) metrics:
  - Thirty~~-three five~~ (3~~35~~) have been reviewed, met the evaluation criteria and are considered complete.
  - ~~Eight (8)~~Nine (9) metrics (FOC and Reject Response Completeness, ~~Service Order Accuracy,~~ Percent Database Update Accuracy, two Bona Fide/New Business Requests, FOC Timeliness and Reject Interval, ~~and three Collocation metrics [~~Average Response Time, Average Arrangement Time and Percent of Due Dates Missed~~]~~ are currently under review.
  - ~~One~~Two metrics, Coordinated Customer Conversions, Average Recovery Time, and Service Order Accuracy ~~has~~have not been started.

Month II is 8~~5~~8% complete.

Month III

- Month III will be started upon completion of Month II testing.

A complete review of the PMR 2 test can be seen in the attached document, *V2Audit III_PMR2_Standards_Status_Summary*.

PMR 3 Change Management

KPMG Consulting is retesting Audit I PMR3 from the STP by requesting re-verification of documentation and interview summaries to confirm that they are still applicable and correct.

As a result of our retesting, KPMG Consulting is in the process of issuing draft exceptions on the following issues:

- KPMG Consulting has discovered that BellSouth is not adhering to the documented metrics change control process for tracking changes in TeamConnection. KPMG Consulting

reviewed BellSouth's TeamConnection reports reflecting the status of requested changes. Seven (7) changes with the highest possible priority settings were observed as having been implemented, but had remained opened for over seven months. KPMG Consulting identified this as an inconsistency between the process and documentation.

- KPMG Consulting discovered that BellSouth has no documented process or control group for monitoring open change requests in TeamConnection. KPMG Consulting discovered that BellSouth has six TeamConnection changes for Features with the highest Feature priority setting, and one TeamConnection change for a Defect with the highest Defect priority setting, which have been open for over seven months. BellSouth's documentation indicates that the highest Feature priority setting and the highest Defect priority setting should be assigned to changes such as those mandated by regulatory orders. The fact that Features with the highest priority setting, and Defects with the highest priority, have remained open for over seven months could indicate that BellSouth is either not tracking the closure of the changes, is not working appropriately to resolve the changes, or has incorrectly assigned the priority setting.
- KPMG Consulting has discovered that BellSouth posted raw data to the PMAP website without simultaneously posting the corresponding release of the Raw Data User's Manual (RDUM).

The work necessary to complete the PMR3 test involves the continued monitoring and retesting of the proposed Exceptions to bring them to resolution.

This test is currently at 85% complete.

PMR 4 Data Integrity

The Metrics Data Integrity Verification and Validation Review is being conducted for the ~~twenty (21)~~nineteen (19) new metrics, and ~~thirty nine (39)~~forty-one (41) metrics with new levels of disaggregations added to the Georgia SQM since the completion of the Audit I and Audit II Tests.

The analysis process includes comparison of data from the Legacy/Source Systems to the data captured in Barney Snapshot tables; and, the comparison of the Barney Snapshot tables to the PMAP Staging Tables. Defined business rules are applied to the data in the PMAP Staging tables, and the results compared to the NODS Reporting Tables.

The following is the current status of the data integrity testing:

- One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
- ~~Fourteen (14)~~Thirteen (13) metrics were reviewed in Audits I and II.
- Twenty-three (23) metrics reviews have been started:
  - ~~Eight (8)~~Six (6) have met the evaluation criteria and are considered complete.
  - Reviews of ~~fifteen (15)~~seventeen (17) metrics are in still in progress.
- Review of ~~thirty-six (36)~~thirty-seven (37) metrics have not been started.
- Draft Exception 186 was issued December 28 and states that BellSouth incorrectly excludes data between the BARNEY Snapshots, and NODS stages of the PMAP process. The excluded data are inputs into the calculation of the fully mechanized and partially mechanized orders for the "Ordering: Firm Order Confirmation (FOC) and Reject Response Completeness" Service Quality Measurement (SQM) for June 2001 data.

Of the ~~38~~37 metrics where testing has been started in Audit III, or completed in Audits I or II, ~~23~~20 (or ~~61~~54%) have satisfied the evaluation criteria and are complete. A complete review of the PMR 4 test can be seen in the attached document, *V2Audit III_PMR4_Data Integrity Status Summary*.

KPMG Consulting is in the process of issuing draft exceptions on the following issues:

- BellSouth does not properly construct the processed data used to validate certain Ordering Service Quality Measurements (Ordering: FOC timeliness {non-trunks} and Reject interval). *(*September 2001).
- BellSouth incorrectly excludes data between Barney snapshots and NODS stages of the PMAP process that go into the calculation of the fully mechanized and partially mechanized orders for the "Ordering: Percent Rejected Service Requests (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.
- BellSouth incorrectly includes multiple instances of the same Service Order Number in NODS for the "Provisioning: Average Completion Notice Interval

(ACNI)" Service Quality Measurement (SQM) for November 2001 data.

PMR 5 Replication – SQM Reports

The replication for the SQM reports is a three step process. First, the SQMs are calculated using the raw data provided by BellSouth. Second, a comparison of the values are made to the SQM values reported by BellSouth. Third, the levels of product disaggregation BellSouth reported is compared to those it listed in its SQM plan. Three months of replication will be completed for each metric.

By means of this three step process, KPMG Consulting is able to assess the accuracy and completeness of reported performance measure disaggregation levels, and determine whether there is agreement between KPMG Consulting-calculated and BellSouth–reported SQM values. For the Audit III, there are 60 metrics to be reviewed.

The current status of the SQM Report replication is:

Month I

- Fourteen (14) metrics were completed and met the evaluation criteria in Audit II.
- As part of Audit III:
  - One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
  - Three (3) metrics currently do not have values published and are considered placeholders for future reporting.
  - Thirty (30) metrics have met the evaluation criteria and are considered complete.
  - Twenty two (22) metrics have non-matched values and will require retesting.
  - Four (4) metrics have not been started.

Month II

- Fourteen (14) metrics were completed and met the evaluation criteria in Audit II.

- As part of Audit III:
  - One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
  - Three (3) metrics currently do not have values published and are considered placeholders for future reporting.
  - Twenty eight (28) metrics have met the evaluation criteria and are complete.
  - Three (3) metrics have non-matched values and will require retesting.
  - Twenty five (25) metrics have not been started.

Month III

- Fourteen Metrics were completed and met the evaluation criteria in Audit II.
- As part of Audit III:
  - One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
  - Three (3) metrics currently do not have values published and are considered placeholders for future reporting.
  - Twenty seven (27) metrics have met the evaluation criteria and are considered complete.
  - One (1) metric has non-matched values and will require retesting.
  - Twenty eight (28) metrics have not been started

This test is currently 52% complete. A complete review of the PMR 5 for the SQM reports can be seen in the attached document, *V2Audit III_PMR5_SQMs By Metric_Status_Summary*.

There are currently five (5) Exceptions related to the SQM reports. BellSouth has responded to each one, and KPMG Consulting is currently retesting. These Exceptions are:

- Exception 138

  KPMG Consulting could not replicate the values in the "Ordering: Acknowledgement Message Completeness" Service Quality Measurement (SQM) report for the CLEC Aggregate (July 2001).

- Exception 139

  KPMG Consulting could not replicate the values in the "Provisioning: Coordinated Customer Conversions" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).

- Exception 140

  KPMG Consulting cannot replicate the values in the "Provisioning: Hot-Cuts Troubles within 7 Days of the Service Order Completion" Service Quality Measurement (SQM) report for the CLEC Aggregate (September 2001).

- Exception 141

  KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).

- Exception 142

  KPMG Consulting could not replicate the values in the Provisioning: Jeopardy Interval & % Jeopardy Non Mechanized" Service Quality Measurement (SQM) report for the CLEC Aggregate (July 2001).

PMR 5 Replication – 271 Charts

The replication process calculates the SQM values using BellSouth raw data and compares the KPMG Consulting calculated values to the SQM values depicted on the graphical charts. Three months of replication will be completed for each metric.

The current status of the chart replication is:

Month I

- Fourteen (14) metrics were completed and met the evaluation criteria in Audit II.

- As part of Audit III:
  - One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
  - Three (3) metrics currently do not have values published and are considered placeholders for future reporting.
  - Thirty (30) metrics have met the evaluation criteria and are considered complete.
  - Twenty one (21) metrics have non-matched values and will require retesting.
  - Five (5) metrics have not been started.

Month II

- Fourteen (14) metrics were completed and met the evaluation criteria in Audit II.
- As part of Audit III:
  - One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
  - Three (3) metrics currently do not have values published and are considered placeholders for future reporting.
  - ~~Thirty~~Twenty-nine (29) metrics have met the evaluation criteria and are considered complete.
  - ~~Twenty-one~~Three (3) metrics have non-matched values and will require retesting.
  - ~~Five~~Twenty-four (24) metrics have not been started.

Month III

- Fourteen (14) metrics were completed and met the evaluation criteria in Audit II.

- As part of Audit III:
  - One (1) metric (LSR Detail Report) does not require calculations. The report is reviewed by another domain.
  - Three (3) metrics currently do not have values published and are considered placeholders for future reporting.
  - ~~Thirty~~Twenty-eight (28) metrics have met the evaluation criteria and are considered complete.
  - ~~Twenty-one~~One (1) metric~~s~~ ~~have~~has non-matched values and will require retesting.
  - ~~Five~~Twenty-seven (27) metrics have not been started.

Overall, this test is currently at 53% complete.

A complete review of the PMR 5 Report for 271 Charts can be seen in the attached document, *V2AuditIII_PMR5_271 Charts By Metric Status Summary*. Additionally, a complete review for the PMR 5 for the disaggregated charts can be seen in the attached document *V2AuditIII_PMR 5_Chart Replication Status*.

Current outstanding issues are listed on the attached PMR 5 Issue Log attachment *V2AuditIII_PMR 5_Chart_Replication_IssueLog123101*. This issue log is produced and maintained for the 271 charts replication activities. KPMG Consulting will issue one exception at the conclusion of the test capturing BellSouth issues and resolution activities. The specific replication Non-Matches for the PMR 5 test can be seen in attachment *V2AuditIII PMR5_Replication_Issues.* This spreadsheet gives the specific issues and non-matched conditions identified in *V2AuditIII_PMR 5_Chart_Replication_IssueLog123101*

PMR 6 Statistical Analysis For SEEMS

The Statistical Analysis test is scheduled to lag the Replication test. Analysis of the Statistical methodology is in progress and currently 15% complete.

PMR 7 Enforcement Review of SEEMS

The Enforcement Analysis calculates the SQM values using BellSouth raw data and compares the KPMG Consulting calculated values to the SQM values used for the Remedy payments. There are three (3) tiers of Metrics to be analyzed for three months.

This test is currently 15% complete.

The current status of the Enforcement Analysis is:

- **Tier I (27 Metrics):**
  - Month I:
    - One (1) metric has been matched
    - Two (2) are non-matched.
    - Five (5) are in progress.
    - Nineteen (19) have not been started.
  - Month II:
    - Two (2) metrics have been matched.
    - Twenty five (25) have not been started.
  - Month III – Not Started
- **Tier II and Tier III Metrics have not been started.**

BellSouth-GA OSS Testing Evaluation Interim Status Report

V2 Audit III_PMR-2_ Standards_Status_Summary

Revised February 28, 2002

PMR2 BST-GA High-Level Status -12/21/01		Month I		Month II		Month III	
Domain	**Metric**	**Status**	**Issues**	**Status**	**Issues**	**Status**	**Issues**
OSS	Average Response Time & Response Interval (Pre-Ordering, Ordering)	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Interface Availability (Pre-Ordering)	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Interface Availability (M&R)	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Response Interval	Completed in Audit I		Completed in Audit I		Completed in Audit I	
PO	Loop Makeup-Response Time-Manual	Testing Complete		Testing Complete		Not Started	
	Loop Makeup-Response Time-Electronic	Testing Complete		Testing Complete		Not Started	
Ordering	Acknowledgement Message Timeliness	Testing Complete		Testing Complete		Not Started	
	Acknowledgement Message Completeness	Testing Complete		Testing Complete		Not Started	
	Percent Flow-Through Service Requests-Summary	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Percent Flow-Through Service Requests-Detail	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Flow Through Error Analysis	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	CLEC LSR Information	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Percent Rejected Service Requests	Testing Complete		Testing Complete		Not Started	
	Reject Interval	Under Review		Under Review		Under Review	
	Firm Order Confirmation Timeliness	Under Review		Under Review		Under Review	
	Service Inquiry with LSR FOC Response Time-Manual	Testing Complete		Testing Complete		Not Started	
	Firm Order Confirmation Timeliness and Reject Response Completeness	Testing Complete		Under Review		Not Started	
	Speed of Answer in Ordering Center	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	LNP-Percent Rejected Service Requests	Completed in Audit II		Completed in Audit II		Completed in Audit II	
	LNP-Reject Interval Distribution & Average Reject Interval	Completed in Audit II		Completed in Audit II		Completed in Audit II	

	LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval	Completed in Audit II		Completed in Audit II		Completed in Audit II	
Provisioning	Mean Held Order Interval & Distribution Intervals	Testing Complete		Testing Complete		Not Started	
	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopary Notices	Testing Complete		Testing Complete		Not Started	
	Percent Missed Installation Appointments	Testing Complete		Testing Complete		Not Started	
	Average Completion Interval (OCI) & Order Completion Interval Distribution	Testing Complete		Testing Complete		Not Started	
	Average Competion Notice Interval	Testing Complete		Testing Complete		Not Started	
	Percent Completions/Attempts without Notice or < 24 Hours Notice	Testing Complete		Testing Complete		Not Started	
	Coordinated Customer Conversions	Testing Complete		Testing Complete		Not Started	
	Coordinated Customer Conversions-Hot Cut Timeliness Percent within Interval & Average Interval	Completed in Audit II		Completed in Audit II		Completed in Audit II	
	Coordinated Customer Conversions-Average Recovery Time	Not Started		Not Started		Not Started	
	Hot Cut Conversions-Percent Provisioning Troubles within 7 Days of a Completed Service Order	Testing Complete		Testing Complete		Not Started	
	Cooperative Acceptance Testing-Percent of xDSL Loops Tested	Testing Complete		Testing Complete		Not Started	
	Percent Provisioning Troubles within 30 Days of Service Order Completion	Testing Complete		Testing Complete		Not Started	
	Total Service Order Cycle Time (TSOCT)	Testing Complete		Testing Complete		Not Started	
	Service Order Accuarcy	Not Started		Not Started		Not Started	

	LNP-Percent Missed Installation Appointments	Completed in Audit II		Completed in Audit II		Completed in Audit II	
	LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution - Louisiana Only	Completed in Audit II		Completed in Audit II		Completed in Audit II	
	LNP Total Service Order Cycle Time (TSOCT)	Completed in Audit II		Completed in Audit II		Completed in Audit II	
M&R	Missed Repair Appointments	Testing Complete		Testing Complete		Not Started	
	Customer Troubles Report Rate	Testing Complete		Testing Complete		Not Started	
	Maintenance Average Duration	Testing Complete		Testing Complete		Not Started	
	Percent Repeat Troubles within 30 Days	Testing Complete		Testing Complete		Not Started	
	Out of Service (OSS) > 24 Hours	Testing Complete		Testing Complete		Not Started	
	Average Answer Time-Repair Centers	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Mean Time to Notify CLEC of Network Outages	Testing Complete		Testing Complete		Not Started	
Billing	Invoice Accuracy	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Mean Time to Deliver Invoices	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Usage Data Delivery Accuracy	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Usage Data Delivery Completeness	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Usage Data Delivery Timeliness	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Mean Time to Deliver Usage	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Recurring Charge Completeness	Testing Complete		Testing Complete		Not Started	
	Non-Recurring Charge Completeness	Testing Complete		Testing Complete		Not Started	
OS/DA	Speed to Answer Performance/Average Speed to Answer-Toll	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Speed to Answer Performance/Percent Answered with "X" Seconds - Toll	Completed in Audit I		Completed in Audit I		Completed in Audit I	

	Speed to Answer Performance/Average Speed to Answer-DA	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Speed to Answer Performance/Percent Answered with "X" Seconds - DA	Completed in Audit I		Completed in Audit I		Completed in Audit I	
Database Update Information	Average Database Update Interval	Testing Complete		Testing Complete		Not Started	
	Percent Database Update Accuracy	Testing Complete		Under Review		Not Started	
	Percent NXXs & LRNs Loaded by the LERG Effective Date	Testing Complete		Testing Complete		Not Started	
E911	Timeliness	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Accuracy	Completed in Audit I		Completed in Audit I		Completed in Audit I	
	Mean Interval	Completed in Audit I		Completed in Audit I		Completed in Audit I	
TGP	Trunk Group Performace	Testing Complete		Testing Complete		Not Started	
Collocation	Collocation Average Response Time	Under Review	Need Further Clarification	Under Review	Need Further Clarification	Not Started	Need Further Clarification
	Collocation Average Arrangement Time	Under Review	Need Further Clarification	Under Review	Need Further Clarification	Not Started	Need Further Clarification
	Collocation Percent of Due Missed Dates	Under Review	Need Further Clarification	Under Review	Need Further Clarification	Not Started	Need Further Clarification
Change Management	Timeliness of Change Management Notices	Testing Complete		Testing Complete		Testing Complete	
	Change Management Notice Average Delay Days	Testing Complete		Testing Complete		Testing Complete	
	Time of Documents Associated with Change	Testing Complete		Testing Complete		Testing Complete	
	Change Management Documentation Average Delay Days	Testing Complete		Testing Complete		Testing Complete	
	Notification of CLEC Interface Outages	Testing Complete		Testing Complete		Testing Complete	
Bona Fide/New Business Requests Process	Percentage of BFR/NBR Requests Processed within 30 Business Days	Testing Complete		Under Review		Not Started	
	Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed within X(10/30/60) Business Days	Testing Complete		Under Review		Not Started	

Summary:

Status	Month I	Month II	Month III
Completed in Audit II	7	7	7
Completed in Audit I	23	23	23
Testing Complete	37	33	5
Under Review	5	9	2
Not Started	2	2	37
Total Metrics	74	74	74

BellSouth-GA OSS Testing Evaluation Interim Status Report

V2 Audit III_PMR-4 Data Integrity Status Summary

Revised February 28, 2002

V2 Audit III_PMR 4_Data Integrity Status Summary

Data Integrity - Status Summary

Domain	Metric	Status	Comments	New Metric	New Levels of Disaggregation	BellSouth's Current Status
OSS	Average Response Time & Response Interval (Pre-Ordering, Ordering)	Not Started				
	Interface Availability (Pre-Ordering)	Not Started	Awaiting data		X	
	Interface Availability (M&R)	Not Started	Awaiting data		X	
	Response Interval	Not Started	Clarification issued- awaiting response		X	
	Loop Makeup-Response Time-Manual	Not Started	Awaiting source data. Since data is largely in the form of faxes, BST is attempting to locate the paper copies and provide them to us.	X		
	Loop Makeup-Response Time-Electronic	Not Started	Awaiting source data.	X		
Ordering	Acknowledgement Message Timeliness	In Progress		X		
	Acknowledgement Message Completeness	In Progress		X		
	Percent Flow-Through Service Requests-Summary	In Progress	Awaiting Transformation/Business rules from BellSouth		X	
	Percent Flow-Through Service Requests-Detail	In Progress	Awaiting Transformation/Business rules from BellSouth		X	
	Flow Through Error Analysis	Not Started	Requested transformation rules		X	
	CLEC LSR Information	LSR Detail	LSR Detail -- Metrics does not get data for this Metric-- OM validates this. There are no calculations involved.		X	
	Percent Rejected Service Requests	In Progress	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Reject Interval	In Progress	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Firm Order Confirmation Timeliness	In Progress	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Service Inquiry with LSR FOC Response Time-Manual	Not Started	Awaiting Source Data.	X		
	Firm Order Confirmation Timeliness and Reject Response Completeness	In Progress	Draft Exception 186 - Waiting for Response	X		
	Speed of Answer in Ordering Center	Completed			X	
	LNP-Percent Rejected Service Requests	Not Started			X	
	LNP-Reject Interval Distribution & Average Reject Interval	Not Started			X	
	LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval	Not Started			X	
Provisioning	Mean Held Order Interval & Distribution Intervals	Not Started	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopary Notices	Not Started	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Percent Missed Installation Appointments	Not Started	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	

V2 Audit III_PMR 4_Data Integrity Status Summary

	Average Completion Interval (OCI) & Order Completion Interval Distribution	Not Started	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Average Competion Notice Interval	Not Started	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Percent Completions/Attempts without Notice or < 24 Hours Notice	In Progress	Awaiting additional information from BellSouth	X		
	Coordinated Customer Conversions	In Progress			X	
	Coordinated Customer Conversions-Hot Cut Timeliness Percent within Interval & Average Interval	In Progress			X	
	Coordinated Customer Conversions-Average Recovery Time	In Progress	Clarification Request sent to BellSouth. Possible exception to be issued	X		
	Hot Cut Conversions-Percent Provisioning Troubles within 7 Days of a Completed Service Order	In Progress		X		
	Cooperative Acceptance Testing-Percent of xDSL Loops Tested	In Progress	Clarification Request sent to BellSouth	X		
	Percent Provisioning Troubles within 30 Days of Service Order Completion	Not Started	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Total Service Order Cycle Time (TSOCT)	Not Started	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Service Order Accuracy	In Progress	Testing underway.		X	
	LNP-Percent Missed Installation Appointments	Not Started	Awaiting Transformation/Business rules from BellSouth		X	
	LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution - Louisiana Only	Not Started	Awaiting Transformation/Business rules from BellSouth		X	
	LNP Total Service Order Cycle Time (TSOCT)	Not Started	Awaiting Transformation/Business rules from BellSouth		X	
M&R	Missed Repair Appointments	Not Started	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Customer Troubles Report Rate	Not Started	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Maintenance Average Duration	Not Started	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Percent Repeat Troubles within 30 Days	Not Started	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Out of Service (OSS) > 24 Hours	Not Started	Require Product ID identification rules for records at snapshot stage. Documents received and under review.		X	
	Average Answer Time-Repair Centers	Completed			X	
	Mean Time to Notify CLEC of Network Outages	Completed		X		
Billing	Invoice Accuracy	Completed in Audit I				
	Mean Time to Deliver Invoices	Completed in Audit I				
	Usage Data Delivery Accuracy	Completed in Audit I				

V2 Audit III_PMR 4_Data Integrity Status Summary

	Usage Data Delivery Completeness	Completed in Audit I				
	Usage Data Delivery Timeliness	Completed in Audit I				
	Mean Time to Deliver Usage	Completed in Audit I				
	Recurring Charge Completeness	In Progress		X		
	Non-Recurring Charge Completeness	In Progress		X		
OS/DA	Speed to Answer Performance/Average Speed to Answer-Toll	Completed in Audit I				
	Speed to Answer Performance/Percent Answered with "X" Seconds -Toll	Completed in Audit I				
	Speed to Answer Performance/Average Speed to Answer-DA	Completed in Audit I				
	Speed to Answer Performance/Percent Answered with "X" Seconds -DA	Completed in Audit I				
Database Update Information	Average Database Update Interval	Not Started		X		
	Percent Database Update Accuracy	Not Started		X		
	Percent NXXs & LRNs Loaded by the LERG Effective Date	Not Started		X		
E911	Timeliness	Completed in Audit I				
	Accuracy	Completed in Audit I				
	Mean Interval	Completed in Audit I				
TGP	Trunk Group Performace	Not Started			X	
Collocation	Collocation Average Response Time	Completed			X	
	Collocation Average Arrangement Time	Completed			X	
	Collocation Percent of Due Missed Dates	Completed			X	
Change Management	Timeliness of Change Management Notices	Not Started			X	
	Change Management Notice Average Delay Days	Not Started			X	
	Time of Documents Associated with Change	Not Started			X	
	Change Management Documentation Average Delay Days	Not Started			X	
	Notification of CLEC Interface Outages	Not Started		X		
Bona Fide/New Business Request Process	Percentage of BFR/NBR Requests Processed within 30 Business Days	Not Started	Awaiting data	X		
	Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed within X(10/30/60) Business Days	Not Started	Awaiting data	X		

Summary:

Status	Data Integrity Analysis
Completed in Audit I	13
Not Started	37
Completed	6
In Progress	17
Retest	0
CLEC LSR Detail Report	1
Total Metrics	74

BellSouth-GA OSS Testing Evaluation Interim Status Report

V2 Audit III_PMR-5 Chart Replication Status – UNE (Status as of 1/18/02)

Revised February 28, 2002

V2 Audit III_PMR5_Chart Replication Status -- UNE
(Status as of 1/18/02)

UNE							MONTH I		MONTH II		MONTH III	
NO.	INDEX	DOMAIN	DESCRIPTION	DATA SOURCE	STATUS	DATE OF COMPLETION	BST	CLEC	BST	CLEC	BST	CLEC
751	B.1.8.9	ORDERING	Reject Interval - Non-Mechanized/2W Analog Loop Non-Design/Manual/State	DDS	Completed	1/2/2002		M		M		M
752	B.1.8.10	ORDERING	Reject Interval - Non-Mechanized/2W Analog Loop w/INP Design/Manual/State	BARNEY	In Progress			M				
753	B.1.8.11	ORDERING	Reject Interval - Non-Mechanized/2W Analog Loop w/INP Non-Design/Manual/State	BARNEY	In Progress			M				
754	B.1.8.12	ORDERING	Reject Interval - Non-Mechanized/2W Analog Loop w/LNP Design/Manual/State	BARNEY	In Progress			NMM				
755	B.1.8.13	ORDERING	Reject Interval - Non-Mechanized/2W Analog Loop w/LNP Non-Design/Manual/State	BARNEY	In Progress			NM				
756	B.1.8.14	ORDERING	Reject Interval - Non-Mechanized/Other Design/Manual/State	DDS	Completed	1/2/2002		M		M		M
757	B.1.8.15	ORDERING	Reject Interval - Non-Mechanized/Other Non-Design/Manual/State	DDS	Completed	1/2/2002		M		M		M
758	B.1.8.16	ORDERING	Reject Interval - Non-Mechanized/INP Standalone/Manual/State	BARNEY	In Progress			M				
759	B.1.8.17	ORDERING	Reject Interval - Non-Mechanized/LNP (Standalone)/Manual/State	BARNEY	In Progress							
760	B.1.8.18	ORDERING	Reject Interval - Non-Mechanized/Loops Non-Design/Manual/State	BARNEY	Retired							
761	B.1.8.19	ORDERING	Reject Interval - Non-Mechanized/Loops Non-Design w/INP/Manual/State	BARNEY	Retired							
762	B.1.8.20	ORDERING	Reject Interval - Non-Mechanized/2W Analog Loop w/LNP Non-Design/Manual/State	BARNEY	Retired							
763	B.1.9.1	ORDERING	FOC Timeliness - Mechanized/Switch Ports/Electronic/State	NODS	In Progress							
764	B.1.9.2	ORDERING	FOC Timeliness - Mechanized/Local Interoffice Transport/Electronic/State	DDS	In Progress							
765	B.1.9.3	ORDERING	FOC Timeliness - Mechanized/Loop + Port Combinations/Electronic/State	NODS	In Progress							
766	B.1.9.4	ORDERING	FOC Timeliness - Mechanized/Combo Other/Electronic/State	DDS	In Progress							
767	B.1.9.5	ORDERING	FOC Timeliness - Mechanized/xDSL (ADSL, HDSL and UCL)/Electronic/State	BARNEY	In Progress							
768	B.1.9.6	ORDERING	FOC Timeliness - Mechanized/ISDN Loop (UDN, UDC)/Electronic/State	DDS	In Progress							
769	B.1.9.7	ORDERING	FOC Timeliness - Mechanized/Line Sharing/Electronic/State	DDS	In Progress							
770	B.1.9.8	ORDERING	FOC Timeliness - Mechanized/2W Analog Loop Design/Electronic/State	DDS	In Progress							
771	B.1.9.9	ORDERING	FOC Timeliness - Mechanized/2W Analog Loop Non-Design/Electronic/State	DDS	In Progress							
772	B.1.9.10	ORDERING	FOC Timeliness - Mechanized/2W Analog Loop w/INP Design/Electronic/State	BARNEY	In Progress							
773	B.1.9.11	ORDERING	FOC Timeliness - Mechanized/2W Analog Loop w/INP Non-Design/Electronic/State	BARNEY	In Progress							
774	B.1.9.12	ORDERING	FOC Timeliness - Mechanized/2W Analog Loop w/LNP Design/Electronic/State	BARNEY	In Progress							
775	B.1.9.13	ORDERING	FOC Timeliness - Mechanized/2W Analog Loop w/LNP Non-Design/Electronic/State	BARNEY	In Progress							
776	B.1.9.14	ORDERING	FOC Timeliness - Mechanized/Other Design/Electronic/State	DDS	In Progress							

V2 Audit III_PMR5_Chart Replication Status -- UNE
(Status as of 1/18/02)

UNE							MONTH I		MONTH II		MONTH III	
NO.	INDEX	DOMAIN	DESCRIPTION	DATA SOURCE	STATUS	DATE OF COMPLETION	BST	CLEC	BST	CLEC	BST	CLEC
2357	B.2.32.17.2.1	PROVISIONING	% Completions w/o Notice or < 24 hours/LNP (Standalone)/Non-Dispatch/State	DDS	Not Started							
2358	B.2.32.18.1.1	PROVISIONING	% Completions w/o Notice or < 24 hours/Digital Loop < DS1/Dispatch/State	DDS	Not Started							
2359	B.2.32.18.2.1	PROVISIONING	% Completions w/o Notice or < 24 hours/Digital Loop < DS1/Non-Dispatch/State	DDS	Not Started							
2360	B.2.32.19.1.1	PROVISIONING	% Completions w/o Notice or < 24 hours/Digital Loop >= DS1/Dispatch/State	DDS	Not Started							
2361	B.2.32.19.2.1	PROVISIONING	% Completions w/o Notice or < 24 hours/Digital Loop >= DS1/Non-Dispatch/State	DDS	Not Started							
2362	B.2.33.1.1	PROVISIONING	% Cooperative Test Attempts for xDSL/xDSL (ADSL, HDSL and UCL)/State	DDS	Completed	11/8/2002		M		M		M
2363	B.2.33.2.1	PROVISIONING	% Cooperative Test Attempts for xDSL/xDSL Other/State	DDS	Placeholder							
2364	B.2.34.1.1.1.1	MANUAL	Service Order Accuracy/Design (Specials)/<10 circuits/Dispatch/State	MANUAL	Completed	9/16/2001		M		M		M
2365	B.2.34.1.1.2.1	MANUAL	Service Order Accuracy/Design (Specials)/<10 circuits/Non-Dispatch/State	MANUAL	Completed	9/16/2001		M		M		M
2366	B.2.34.1.2.1.1	MANUAL	Service Order Accuracy/Design (Specials)/>=10 circuits/Dispatch/State	MANUAL	Completed	9/16/2001		M		M		M
2367	B.2.34.1.2.2.1	MANUAL	Service Order Accuracy/Design (Specials)/>=10 circuits/Non-Dispatch/State	MANUAL	Completed	9/16/2001		M		M		M
2368	B.2.34.2.1.1.1	MANUAL	Service Order Accuracy/Loops Non-Design/<10 circuits/Dispatch/State	MANUAL	Completed	9/16/2001		M		M		M
2369	B.2.34.2.1.2.1	MANUAL	Service Order Accuracy/Loops Non-Design/<10 circuits/Non-Dispatch/State	MANUAL	Completed	9/16/2001		M		M		M
2370	B.2.34.2.2.1.1	MANUAL	Service Order Accuracy/Loops Non-Design/>=10 circuits/Dispatch/State	MANUAL	Completed	9/16/2001		M		M		M
2371	B.2.34.2.2.2.1	MANUAL	Service Order Accuracy/Loops Non-Design/>=10 circuits/Non-Dispatch/State	MANUAL	Completed	9/16/2001		M		M		M
2372	B.3.1.1.1.1	M&R	Missed Repair Appointments/Switch Ports/Dispatch/State	NODS	In Progress							
2373	B.3.1.1.2.1	M&R	Missed Repair Appointments/Switch Ports/Non-Dispatch/State	NODS	In Progress							
2374	B.3.1.2.1	M&R	Missed Repair Appointments/Local Interoffice Transport/Dispatch/State	DDS	Not Started							
2375	B.3.1.2.2	M&R	Missed Repair Appointments/Local Interoffice Transport/Non-Dispatch/State	DDS	Not Started							
2376	B.3.1.3.1.1	M&R	Missed Repair Appointments/Loop + Port Combinations/Dispatch/State	NODS	In Progress							
2377	B.3.1.3.2.1	M&R	Missed Repair Appointments/Loop + Port Combinations/Non-Dispatch/State	NODS	In Progress							
2378	B.3.1.4.1.1	M&R	Missed Repair Appointments/Combo Other/Dispatch/State	DDS	In Progress							
2379	B.3.1.4.2.1	M&R	Missed Repair Appointments/Combo Other/Non-Dispatch/State	DDS	In Progress							
2380	B.3.1.5.1	M&R	Missed Repair Appointments/xDSL (ADSL, HDSL and UCL)/Dispatch/State	DDS	Not Started							
2381	B.3.1.5.2	M&R	Missed Repair Appointments/xDSL (ADSL, HDSL and UCL)/Non-Dispatch/State	DDS	Not Started							
2382	B.3.1.6.1	M&R	Missed Repair Appointments/UNE ISDN/Dispatch/State	DDS	Not Started							

V2 Audit III_PMR5_Chart Replication Status -- UNE
(Status as of 1/18/02)

UNE							MONTH I		MONTH II		MONTH III	
NO.	INDEX	DOMAIN	DESCRIPTION	DATA SOURCE	STATUS	DATE OF COMPLETION	BST	CLEC	BST	CLEC	BST	CLEC
2383	B.3.1.6.2	M&R	Missed Repair Appointments/UNE ISDN/Non-Dispatch/State	DDS	Not Started							
2384	B.3.1.7.1	M&R	Missed Repair Appointments/Line Sharing/Dispatch/State	DDS	Not Started							
2385	B.3.1.7.2	M&R	Missed Repair Appointments/Line Sharing/Non-Dispatch/State	DDS	Not Started							
2386	B.3.1.8.1	M&R	Missed Repair Appointments/2W Analog Loop Design/Dispatch/State	DDS	In Progress							
2387	B.3.1.8.2	M&R	Missed Repair Appointments/2W Analog Loop Design/Non-Dispatch/State	DDS	In Progress							
2388	B.3.1.9.1	M&R	Missed Repair Appointments/2W Analog Loop Non-Design/Dispatch/State	DDS	In Progress							
2389	B.3.1.9.2	M&R	Missed Repair Appointments/2W Analog Loop Non-Design/Non-Dispatch/State	DDS	In Progress							
2390	B.3.1.10.1	M&R	Missed Repair Appointments/Other Design/Dispatch/State	DDS	Completed							
2391	B.3.1.10.2	M&R	Missed Repair Appointments/Other Design/Non-Dispatch/State	DDS	Completed							
2392	B.3.1.11.1	M&R	Missed Repair Appointments/Other Non-Design/Dispatch/State	DDS	In Progress							
2393	B.3.1.11.2	M&R	Missed Repair Appointments/Other Non-Design/Non-Dispatch/State	DDS	In Progress							
2394	B.3.1.12.1	M&R	Missed Repair Appointments/LNP (Standalone)/Dispatch/State	DDS	Not Started							
2395	B.3.1.12.2	M&R	Missed Repair Appointments/LNP (Standalone)/Non-Dispatch/State	DDS	Not Started							
2396	B.3.2.1.1	M&R	Customer Trouble Report Rate/Switch Ports/Dispatch/State	NODS	In Progress		M	M				
2397	B.3.2.1.2	M&R	Customer Trouble Report Rate/Switch Ports/Non-Dispatch/State	NODS	In Progress		M	M				
2398	B.3.2.2.1	M&R	Customer Trouble Report Rate/Local Interoffice Transport/Dispatch/State	DDS	In Progress		M	M				
2399	B.3.2.2.2	M&R	Customer Trouble Report Rate/Local Interoffice Transport/Non-Dispatch/State	DDS	In Progress		M	M				
2400	B.3.2.3.1	M&R	Customer Trouble Report Rate/Loop + Port Combinations/Dispatch/State	NODS	In Progress		M	M				
2401	B.3.2.3.2	M&R	Customer Trouble Report Rate/Loop + Port Combinations/Non-Dispatch/State	NODS	In Progress		M	M				
2402	B.3.2.4.1	M&R	Customer Trouble Report Rate/Combo Other/Dispatch/State	DDS	In Progress		M	M				
2403	B.3.2.4.2	M&R	Customer Trouble Report Rate/Combo Other/Non-Dispatch/State	DDS	In Progress		M	M				
2404	B.3.2.5.1	M&R	Customer Trouble Report Rate/xDSL (ADSL, HDSL and UCL)/Dispatch/State	DDS	In Progress		M	M				
2405	B.3.2.5.2	M&R	Customer Trouble Report Rate/xDSL (ADSL, HDSL and UCL)/Non-Dispatch/State	DDS	In Progress		M	M				
2406	B.3.2.6.1	M&R	Customer Trouble Report Rate/UNE ISDN/Dispatch/State	DDS	In Progress		M	M				
2407	B.3.2.6.2	M&R	Customer Trouble Report Rate/UNE ISDN/Non-Dispatch/State	DDS	In Progress		M	M				
2408	B.3.2.7.1	M&R	Customer Trouble Report Rate/Line Sharing/Dispatch/State	DDS	In Progress		M	M				

V2 Audit III_PMR5_Chart Replication Status -- UNE
(Status as of 1/18/02)

UNE

NO.	INDEX	DOMAIN	DESCRIPTION	DATA SOURCE	STATUS	DATE OF COMPLETION	MONTH I BST	MONTH I CLEC	MONTH II BST	MONTH II CLEC	MONTH III BST	MONTH III CLEC
2487	B.3.5.10.2	M&R	Out of Service > 24 hours/Other Design/Non-Dispatch/State	DDS	In Progress		M	M				
2488	B.3.5.11.1	M&R	Out of Service > 24 hours/Other Non-Design/Dispatch/State	DDS	In Progress		M	M				
2489	B.3.5.11.2	M&R	Out of Service > 24 hours/Other Non-Design/Non-Dispatch/State	DDS	In Progress		M	M				
2490	B.3.5.12.1	M&R	Out of Service > 24 hours/LNP (Standalone)/Dispatch/State	DDS	In Progress		M	M				
2491	B.3.5.12.2	M&R	Out of Service > 24 hours/LNP (Standalone)/Non-Dispatch/State	DDS	In Progress		M	M				
2492	B.4.1.1	BILLING	Invoice Accuracy/State	DDS	Completed	Completed in Audit II						
2493	B.4.2.1	BILLING	Mean Time to Deliver Invoices - CRIS/Region	DDS	Completed	Completed in Audit II						

TOTAL NOT STARTED	**181**
TOTAL IN PROGRESS	**770**
TOTAL COMPLETED (ALL 3 MONTHS)	**585**
SUBTOTAL	1536
TOTAL RETIRED	340
TOTAL W/O RETIRED	**1196**

TOTAL MATCH	**537**	**1091**	**224**	**632**	**170**	**580**
TOTAL NON-MATERIAL MATCH	**18**	**5**	**0**	**2**	**0**	**1**
TOTAL NON-MATCH	**41**	**43**	**6**	**28**	**0**	**0**
TOTAL VALIDATED BY MONTH	596	1139	230	662	170	581

Legend	
M	Matches Exactly for two decimal places
NMM	total volume of transactions of either the numberator or denominator (i.e. KPMG 48225 - BellSouth 48211 = 14 divided by 48225 = .0003 or .03%)
NM	same and the difference is greater than 1% of the total volume of transactions of either the numerator or denominator.

V2 Audit III_PMR5_Chart Replication Status -- LIT
(Status as of 1/18/02)

	LIT						MONTH I		MONTH II		MONTH III	
NO.	INDEX	DOMAIN	DESCRIPTION	DATA SOURCE	STATUS	DATE OF COMPLETION	BST	CLEC	BST	CLEC	BST	CLEC
2486	C.1.1	ORDERING	% Rejected Service Requests/Local Interconnection Trunks/State	MANUAL	Completed			M		M		M
2487	C.1.2.1.A	ORDERING	Reject Interval - 4 days/Local Interconnection Trunks/State	MANUAL	Completed	12/11/2001	M	M	M	M	M	M
2488	C.1.2.1.B	ORDERING	Reject Interval - 4 days/Local Interconnection Trunks/State	Placeholder	Not Started							
2489	C.1.3.1	ORDERING	FOC Timeliness/Local Interconnection Trunks/State	DDS	In Progress			M		NM		NM
2490	C.1.4.1	ORDERING	FOC & Reject Response Complete (Expected)/Local Interconnection Trunks/State	DDS	Not Started							
2491	C.1.5.1	ORDERING	FOC & Reject Response Proper (Not Expected)/Local Interconnection Trunks/State	DDS	Not Started							
2492	C.2.1	PROVISIONING	Order Completion Interval/Local Interconnection Trunks/State	DDS	In Progress							
2493	C.2.2.1	PROVISIONING	Held Orders/Local Interconnection Trunks/State	DDS	Completed	11/27/2001	M	M	M	M	M	M
2494	C.2.3.1	PROVISIONING	% Jeopardies/Local Interconnection Trunks/State	DDS	In Progress							
2495	C.2.4.1	PROVISIONING	Average Jeopardy Notice Interval/Local Interconnection Trunks/State	DDS	In Progress							
2496	C.2.5.1	PROVISIONING	% Missed Installation Appointments/Local Interconnection Trunks/State	DDS	Completed	12/11/2001	M	M	M	M	M	M
2497	C.2.6.1	PROVISIONING	% Provisioning Troubles within 30 Days/Local Interconnection Trunks/State	DDS	Completed	10/22/2001	M	M	M	M	M	M
2498	C.2.7.1	PROVISIONING	Average Completion Notice Interval/Local Interconnection Trunks/State	DDS	In Progress		NM	NM	M	NM		
2499	C.2.8.1	PROVISIONING	Total Service Order Cycle Time/Local Interconnection Trunks/State	DDS	Completed	11/7/2001	M	M	M	M	M	M
2500	C.2.9.1	PROVISIONING	Total Service Order Cycle Time (offered)/Local Interconnection Trunks/State	DDS	Completed	11/7/2001	M	M	M	M	M	M
2501	C.2.10.1	PROVISIONING	% Completions w/o Notice or < 24 hours/Local Interconnection Trunks/Dispatch/State	DDS	Not Started							
2502	C.2.10.2	PROVISIONING	% Completions w/o Notice or < 24 hours/Local Interconnection Trunks/Non-Dispatch/State	DDS	Not Started							
2503	C.2.11.1.1.1	PROVISIONING	Service Order Accuracy/Local Interconnection Trunks/<10 circuits/Dispatch/State	MANUAL	Completed	9/21/2001		M		M		M
2504	C.2.11.1.2.1	PROVISIONING	Service Order Accuracy/Local Interconnection Trunks/<10 circuits/Non-Dispatch/State	MANUAL	Completed	9/21/2001		M		M		M
2505	C.2.11.2.1.1	PROVISIONING	Service Order Accuracy/Local Interconnection Trunks/>=10 circuits/Dispatch/State	MANUAL	Completed	9/21/2001		M		M		M
2506	C.2.11.2.2.1	PROVISIONING	Service Order Accuracy/Local Interconnection Trunks/>=10 circuits/Non-Dispatch/State	MANUAL	Completed	9/21/2001		M		M		M
2507	C.3.1.1.1	M&R	Missed Repair Appointments/Local Interconnection Trunks/Dispatch/State	DDS	Completed	Completed in Audit II						
2508	C.3.1.2.1	M&R	Missed Repair Appointments/Local Interconnection Trunks/Non-Dispatch/State	DDS	Completed	Completed in Audit II						
2509	C.3.2.1.1	M&R	Customer Trouble Report Rate/Local Interconnection Trunks/Dispatch/State	DDS	Completed	Completed in Audit II						
2510	C.3.2.2.1	M&R	Customer Trouble Report Rate/Local Interconnection Trunks/Non-Dispatch/State	DDS	Completed	Completed in Audit II						
2511	C.3.3.1.1	M&R	Maintenance Average Duration/Local Interconnection Trunks/Dispatch/State	DDS	Completed	Completed in Audit II						
2512	C.3.3.2.1	M&R	Maintenance Average Duration/Local Interconnection Trunks/Non-Dispatch/State	DDS	Completed	Completed in Audit II						
2513	C.3.4.1.1	M&R	% Repeat Troubles within 30 Days/Local Interconnection Trunks/Dispatch/State	DDS	Completed	Completed in Audit II						
2514	C.3.4.2.1	M&R	% Repeat Troubles within 30 Days/Local Interconnection Trunks/Non-Dispatch/State	DDS	Completed	Completed in Audit II						
2515	C.3.5.1.1	M&R	Out of Service > 24 hours/Local Interconnection Trunks/Dispatch/State	DDS	Completed	Completed in Audit II						
2516	C.3.5.2.1	M&R	Out of Service > 24 hours/Local Interconnection Trunks/Non-Dispatch/State	DDS	Completed	Completed in Audit II						
2517	C.4.1.1	BILLING	Invoice Accuracy/State	DDS	Completed	Completed in Audit II						
2518	C.4.2.1	BILLING	Mean Time to Deliver Invoices - CABS/Region	DDS	Completed	Completed in Audit II						

V2 Audit III_PMR5_Chart Replication Status -- LIT
(Status as of 1/18/02)

LIT

NO.	INDEX	DOMAIN	DESCRIPTION	DATA SOURCE	STATUS	DATE OF COMPLETION	MONTH I		MONTH II		MONTH III	
							BST	CLEC	BST	CLEC	BST	CLEC

TOTAL NOT STARTED	**5**
TOTAL IN PROGRESS	**5**
TOTAL COMPLETED (ALL 3 MONTHS)	**23**
SUBTOTAL	**33**
TOTAL RETIRED	**0**
TOTAL W/O RETIRED	33

	BST	CLEC	BST	CLEC	BST	CLEC
TOTAL MATCH	**6**	**12**	**7**	**11**	**6**	**11**
TOTAL NON-MATERIAL MATCH	**0**	**0**	**0**	**0**	**0**	**0**
TOTAL NON-MATCH	**1**	**1**	**0**	**2**	**0**	**1**
TOTAL VALIDATED BY MONTH	7	13	7	13	6	12

Legend	
M	Matches Exactly for two decimal places
NMM	Non-Material Match indicates a non-match that is a difference of less than 1% of the total volume of transactions of either the numberator or denominator (i.e. KPMG 48225 - BellSouth 48211 = 14 divided by 48225 = .0003 or .03%)
NM	Non-Match indicates that the BellSouth values and the KPMG values are not the same and the difference is greater than 1% of the total volume of transactions of either the numerator or denominator.

GENERAL							MONTH I		MONTH II		MONTH III	
NO.	INDEX	DOMAIN	DESCRIPTION	DATA SOURCE	STATUS	DATE OF COMPLETION	BST	CLEC	BST	CLEC	BST	CLEC
2657	F.10.6	CHANGE MANAGEMENT	% CLEC Interface Outages Sent within 15 Minutes/State	MANUAL	Completed		M		M		M	
2658	F.11.1.1	BONA FIDE REQUEST	% New Business Requests Processed within 30 Business Days/Region	MANUAL	Completed	10/9/2001		M		M		M
2659	F.11.2.1.1	BONA FIDE REQUEST	% Quotes Provided within X Business Days/Region	MANUAL	Completed	10/9/2001		M		M		M
2660	F.11.2.2.1	BONA FIDE REQUEST	% Quotes Provided within X Business Days/Region	MANUAL	Completed	10/9/2001		M		M		M
2661	F.11.2.3.1	BONA FIDE REQUEST	% Quotes Provided within X Business Days/Region	MANUAL	Completed	10/9/2001		M		M		M
2662	F.12.1.1	ORDERING ACKNOWLEDGEMENT	Acknowledgement Message Timeliness/EDI/Region	DDS	In Progress			NM				
2663	F.12.1.2	ORDERING ACKNOWLEDGEMENT	Acknowledgement Message Timeliness/TAG/Region	DDS	In Progress			NM				
2664	F.12.2.1	ORDERING ACKNOWLEDGEMENT	Acknowledgement Message Completeness/EDI/Region	DDS	In Progress			M		NM		
2665	F.12.2.2	ORDERING ACKNOWLEDGEMENT	Acknowledgement Message Completeness/TAG/Region	DDS	In Progress			M		NM		
2666	F.13.1.1	DATABASE UPDATES	Average Database Update Interval/LIDB/State	MANUAL	Completed		M	M	M	M	M	M
2667	F.13.1.2	DATABASE UPDATES	Average Database Update Interval/Directory Listings/State	MANUAL	Completed		M	M	M	M	M	M
2668	F.13.1.3	DATABASE UPDATES	Average Database Update Interval/Directory Assistance/State	MANUAL	Completed		NMM	NMM	NMM	M	M	M
2669	F.13.2.1	DATABASE UPDATES	% Update Accuracy/LIDB/State	MANUAL	Completed			M		M		M
2670	F.13.2.2	DATABASE UPDATES	% Update Accuracy/Directory Listings/State	MANUAL	Completed			M		M		M
2671	F.13.2.3	DATABASE UPDATES	% Update Accuracy/Directory Assistance/State	MANUAL	Completed			M		M		M
2672	F.13.3	DATABASE UPDATES	% NXXs / LRNs Loaded by LERG Effective Date/State	MANUAL	Completed			M		M		M
2673	F.14.1.1	NETWORK OUTAGE NOTIFICATION	Mean Time to Notify CLEC of Major Network Outages/State	MANUAL	Completed	10/9/2001		M		M		M

TOTAL NOT STARTED	**0**
TOTAL IN PROGRESS	**20**
TOTAL COMPLETED (ALL 3 MONTHS)	**40**
SUBTOTAL	60
TOTAL RETIRED	0
TOTAL W/O RETIRED	**60**

TOTAL MATCH	**17**	**24**	**17**	**23**	**18**	**23**
TOTAL NON-MATERIAL MATCH	**1**	**7**	**1**	**10**	**0**	**0**
TOTAL NON-MATCH	**0**	**6**	**0**	**2**	**0**	**0**
TOTAL VALIDATED BY MONTH	18	37	18	35	18	23

Legend	
M	Matches Exactly for two decimal places
NMM	Non-Material Match indicates a non-match that is a difference of less than 1% of the total volume of transactions of either the numberator or denominator (i.e. KPMG 48225 - BellSouth 48211 = 14 divided by 48225 = .0003 or .03%)
NM	Non-Match indicates that the BellSouth values and the KPMG values are not the same and the difference is greater than 1% of the total volume of transactions of either the numerator or denominator.

EXHIBIT NO. AJV-9

March 22, 2002, Letter of Bennett Ross to GPSC

BellSouth Telecommunications, Inc.
Legal Department
1025 Lenox Park Boulevard
Suite 6C01
Atlanta, GA 30319-5309

bennett.ross@bellsouth.com

Bennett L. Ross
General Counsel - Georgia

404 986 1718
Fax 404 986 [illegible]00

March 22, 2002

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

Re: *In re: Investigation Into Development of Electronic Interfaces for BellSouth's Operations Support Systems*; Docket No. 8354-U

Performance Measurements for Telecommunications Interconnection, Unbundling and Resale; Docket No. 7892-U

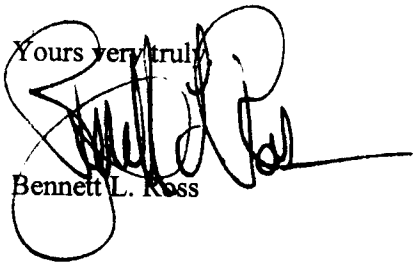
Dear Mr. McAlister:

As the Commission is aware, BellSouth Telecommunications, Inc. ("BellSouth") is in the process of upgrading its Performance Measurement and Analysis Platform ("PMAP"), which is used to generate the performance reports filed with the Commission. Questions have been raised about the impact of this upgrade on the current metrics test being conducted by KPMG Consulting, Inc. ("KCI"). In response to those questions, BellSouth has prepared a report outlining BellSouth's assessment that the PMAP upgrade will have no adverse impact on KCI's testing and, in fact, should actually facilitate the conclusion of the metrics test. KCI has reviewed the attached report and concurs with BellSouth's assessment.

Attached please find an original and eighteen (18) copies, as well as an electronic version, of BellSouth's report. I would appreciate your filing same and returning the three (3) extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Thank you for your assistance in this regard.

Yours very truly,



Bennett L. Ross

BLR:nvd
Enclosures

cc: Mr. Leon Bowles
Parties of Record

439165/439168

PARTIES OF RECORD
Docket No. 8354-U and 7892-U

Kristy R. Holley, Division Director
Consumers' Utility Counsel
47 Trinity Avenue, S.W.
4th Floor
Atlanta, GA 30334-4600
404-656-3982 (o)

Newton M. Galloway
Smith, Galloway, Lyndall & Fuchs
Suite 400 First Union Bank Tower
100 South Hill Street
Griffin, GA 30229
770-233-6230 (o)

Charles A. Hudak
Friend, Hudak & Harris, LLP
Three Ravinia Drive
Suite 1450
Atlanta, GA 30346-2131
770-399-9500 (o)

John Kerkorian
Mpower Communications Corp.
Two Premier Plaza
5607 Glenridge Drive, Suite 310
Atlanta, GA 30342
404-554-1217 (o)

Suzanne W. Ockleberry
AT&T
1200 Peachtree Street, NE
Suite 8100
Atlanta, GA 30309
404-810-7175 (o)

Carolyn Tatum Roddy
Troutman Sanders, LLP
600 Peachtree Street, N.E.
Suite 5200
Atlanta, GA 30308
(404) 885-3000 (o)

Charles V. Gerkin Jr.
Attorney at Law
Suite 610 – PMB 307
4135 LaVista Road
Tucker, GA 30085-5003
770-414-4206 (o)

Frank B. Strickland
Strickland Brockington & Lewis
[Counsel for e.spire]
P. O. Box 942358
Atlanta, GA 31141-2358
(404) 885-5744 (o)

Jeremy D. Marcus
Blumenfeld & Cohen
[Co-Counsel for Rhythm, aka ACI Corp.]
1625 Massachusetts Avenue, N.W.
Suite 300
Washington, DC 20036
202-955-6300 (o)

William Bradley Carver
Alston & Bird LLP
One Atlantic Center
1201 West Peachtree Street
Atlanta, GA 30309-3424
404-881-7000 (o)

John P. Silk
Georgia Telephone Association
1900 Century Boulevard, Suite 8
Suite 8
Atlanta, GA 30345
404-321-5368 (o)

Daniel S. Walsh
Attorney General Office
Department of Law–State of Georgia
40 Capitol Square, S.W.
Atlanta, GA 30334-1330
404-657-2204 (o)

Eric J. Branfman
Richard M. Rindler
Swidler & Berlin
3000 K Street, NW, Suite 300
Washington, DC 20007
202-945-6940 (o)

Robert A. Ganton
Regulatory Law Office
Dept. Army
Suite 700
901 N. Stuart Street
Arlington, VA 22203-1837
703-696-1645 (o)

Peter C. Canfield
Dow Lohnes & Albertson
One Ravinia Drive, Suite 1600
Atlanta, GA 30346
770-901-8800 (o)

James M. Tennant
Low Tech Designs, Inc.
1204 Saville Street
Georgetown, SC 29440
803-527-4485 (o)

Jeffrey Blumenfeld
Elise P. W. Kiely
Blumenfeld & Cohen
1625 Massachusetts Avenue, N.W.
Suite 300
Washington, DC 20036
202-955-6300 (o)

Anne E. Franklin
Arnall Golden & Gregory, LLP
[Counsel for Broadslate, NorthPointe]
2800 One Atlantic Center
1201 West Peachtree Street
Atlanta, GA 30309
404-873-8536 (o)

Harris R. Anthony
BellSouth Long Distance
400 Perimeter Center Terrace
Suite 350 – North Terraces
Atlanta, GA 30346
(770) 352-3116 (o)

Charles F. Palmer
Troutman Sanders LLP
5200 NationsBank Plaza
600 Peachtree Street, NE
Atlanta, GA 30308-2216
404-885-3402 (o)

Judith A. Holiber
Morgenstein & Jubelirer
One Market
Spear Street Tower, 32nd Floor
San Francisco, CA 94105
415-901-8700 (o)

Nanette S. Edwards
Regulatory Attorney
ITC^DeltaCom
4092 S. Memorial Parkway
Huntsville, AL 35802
256-382-3856 (o)

James A. Schendt
Regulatory Affairs Manager
Interpath Communications, Inc.
P. O. box 13961
Durham, NC 27709-3961
919-253-6265 (o)

William R. Atkinson
Sprint Communications Company L.P.
3100 Cumberland Circle
Mailstop GAATLN0802
Atlanta, GA 30339
404-649-6221 (o)

D. Mark Baxter
Thomas M. Browder, III
Stone & Baxter, LLP
577 Mulberry Street
Suite 1111
Macon, GA 31201
478-750-9898 (o)

David I. Adelman, Esquire
Charles B. Jones III, Esquire
C. Christopher Hagy, Esquire
Hayley B. Riddle, Esquire
Sutherland, Asbill & Brennan LLP
999 Peachtree Street, NE
Atlanta, GA 30309-3996
(404) 853-8206 (o)
[Counsel for ITC^DeltaCom, WorldCom]

Walt Sapronov
Gerry & Sapronov, LLP
Three Ravinia Drive
Suite 1455
Atlanta, GA 30346-2131
770-395-9100 (o)

Genevieve Morelli
Andrew M. Klein
Kelley Drye & Warren LLP
[Counsel for KMC Telecom]
1200 Nineteenth Street, N.W.
Washington, DC 20036
202-877-1257 (o)

Mark M. Middleton, Esquire
Mark M. Middleton, P.C.
350 Parkway Lane
Norcross, GA 30092
404-806-0808 (o)
[Counsel for CTAG]

Evolution and Implementation of PMAP 4.0

Since 1997, BellSouth has invested significant resources in the development of computing platforms that allow the Company to demonstrate that its performance meets the requirements of the Telecommunications Act of 1996. Consistent with orders of state commissions establishing performance metrics for BellSouth, these platforms are used to generate performance reports that are provided to the Federal Communications Commission (FCC), state Public Service Commissions (PSC), and Competing Local Exchange Carriers (CLEC). These performance reports also are used by organizations within BellSouth to target areas for operational performance improvement.

The primary computing platform used by BellSouth in collecting and reporting performance data is BellSouth's Performance Measurement and Analysis Platform (PMAP). BellSouth is currently in the process of upgrading PMAP to Version 4.0 from Version 2.6. This upgrade is part of the evolution of PMAP, which is outlined briefly in the following chart:

PMAP Environment Release	Implementation Date	Notes
Pre-PMAP manual processing	9/97	
PMAP 1.0	3/99	
PMAP 2.0	10/99	
PMAP 2.5	6/01	Georgia Order
PMAP 2.6	8/01	Louisiana Order
PMAP 2.x	Monthly Updates	Scheduled incremental changes
PMAP 4.0	**3/02**	**Scheduled**
PMAP 4.x	Monthly Updates	Scheduled incremental changes 4.01 – 4.23
PMAP 5.0	3/03	
PMAP 6.0	TBD	

The upgrade to PMAP Version 4.0 is a normal sequence in BellSouth's data processing capabilities that will allow BellSouth to better meet the needs of its customers and the demands of the business and to comply with the requirements of BellSouth's regulators. As the number of performance measurements and levels of disaggregation continue to grow, a more dynamic platform is required, which has necessitated the upgrade to PMAP Version 4.0. In fact, BellSouth is already exploring the next version of the PMAP platform, which has been termed PMAP 5.0, as BellSouth expects that external and internal demands will dictate further enhancements to the PMAP architecture.

Nonetheless, even with the upgrade to PMAP Version 4.0, the fundamental process used by BellSouth in reporting its performance (i.e., sourcing of data, application of business rules, the production of reports and output distribution) will remain substantially unchanged. An overview of the architectures used by PMAP Versions 2.6 and 4.0 is illustrated in Diagram 1. As depicted in this diagram, the following changes will be made with the upgrade to PMAP Version 4.0:

- The replacement of the Barney server with the Regulatory Ad-hoc Database System (RADS), which will continue to receive the same Legacy/Source data (i.e.: LMOS, SOCS, etc.)
- The change in the warehousing of PMAP raw data from the Normalized Object Data Store (NODS) Warehouse to the 4.0 Warehouse
- The change in software code from DataStage to PL/SQL as the Legacy/Source data is transitioned from Barney and NODS to RADS and the 4.0 Warehouse; however, both the DataStage and PL/SQL code are based on the same set of business rules and system requirements
- The reconfiguration of the output process will continue to utilize the same delivery vehicles (i.e. 271 Charts, MSS, Web based SQM) that can be found today at the PMAP Website (https://pmap.bellsouth.com/)

The key advantages of the upgrade to PMAP Version 4.0 are:

- Improved data acquisition processors – scaling, redundancy, modern hardware
- Simplified code – easier to maintain, processes data faster, simplified auditing capability

BellSouth has performed and is currently performing extensive testing of the data used in the PMAP 2.6 and 4.0 versions. Production validation teams are examining every service order, trouble ticket, and service request from both the PMAP 2.6 and 4.0 version code, and comparing results for every report product that is produced. The next phase of testing will occur with the March 2002 processing cycle of February 2002 data when PMAP Version 4.0 will be run in full production in parallel with PMAP Version 2.6. A similar parallel test will be conducted in April 2002 for March 2002 data. During this testing, there will be slight differences in the reported results since PMAP Version 4.0 provides enhanced product level identification, but any differences resulting from use of the new code will be documented. Until testing is complete and PMAP Version 4.0 is released, which should occur with April 2002 data in May 2002, BellSouth will continue to report performance data using PMAP Version 2.6.

PMAP 4.0 Impact on the GA Metrics Audit

KPMG Consulting is currently in the midst of auditing BellSouth's performance metrics as part of the Georgia third-party test that is being conducted under the direction of the Georgia Public Service Commission. The transition to PMAP Version 4.0 will have no adverse impacts on KPMG Consulting testing, and there is every reason to believe that this upgrade will actually facilitate the conclusion of their work. Outlined below is brief summary of the impact of the PMAP Version 4.0 upgrade on the KPMG Consulting metric audit in Georgia.

PMR1: Data Collection and Storage

The objective of the Data Collection and Storage Verification and Validation Review is to evaluate the key policies and procedures for collecting and storing both the raw data that BellSouth uses to create Service Quality Measurement (SQM) reports, and the preliminary data that BellSouth uses to produce the raw data.

Collection of Data	Data collection policies & procedures for CLEC and retail data	Adequacy and completeness of data collection policies and procedures
	Identified data collection control points	Applicability of and measurability from control points
	Data collection tools	Adequacy and scalability of data collection tools
	Internal controls	Adequacy and completeness of the internal control process
Storage of Data	Data storage policies & procedures for CLEC and retail data	Adequacy and completeness of data storage policies and procedures
	Identified storage sites	Applicability of and measurability from control points
	Data storage tools	Adequacy and scalability of data storage tools

	Internal controls	Adequacy and completeness of the internal control process

GA Status – 90 % Complete

PMAP 4.0 Upgrade Impact—KPMG Consulting will conduct interviews and review documentation associated with the upgrade to PMAP Version 4.0. The overall impact of integrating the Version 4.0 upgrade into this test is minimal.

PMR2: Standards and Definitions

The objective of the Metrics Definition Documentation and Implementation Verification and Validation Review is to evaluate the definitions of the SQMs and the associated descriptions of the calculations in the SQM documentation. This review evaluates the completeness and logic of the stated definitions and calculations, as well as their mutual consistency.

All Measures	All Sub-Metrics	Adequacy and completeness of the SQM definition
		Adequacy, completeness, and logic of the SQM calculation description
		Consistency between (a) the SQM calculation description and exclusions, and (b) computation instructions provided by BLS
		Consistency between the stated exclusions and their implementation in the raw data creation process

GA Status

	Month I	Month II	Month III
Satisfied	74	74	70
In Progress	0	0	4
% Complete	100%	100%	95%

PMAP 4.0 Upgrade Impact—The SQM standards and definitions remain the same so the Version 4.0 upgrade will have no impact on this test.

PMR3: Change Management

The objective of the Metrics Change Management Verification and Validation Review is to evaluate BellSouth's management of changes related to the production of its SQMs, including changes in the various legacy/source systems used to provide data for SQM calculations.

Change Management	Development of change proposals	Completeness and consistency of the change development process
	Evaluation of change proposals	Completeness and consistency of the change evaluation process
	Implementation of changes	Completeness and consistency of the change implementation process
	Determination of change intervals	Reasonableness of the change interval
	Updating of documentation	Timeliness of documentation updates
	Tracking of change proposals	Adequacy and completeness of the change management tracking process

GA Status—85% Complete

PMAP 4.0 Upgrade Impact –The Change Management process remains the same so the Version 4.0 upgrade will have no impact on this test.

PMR 4: Data Integrity

The objective of the Metrics Data Integrity Verification and Validation Review is to evaluate the accuracy and completeness of the SQM raw data produced by BellSouth. The evaluation also assesses the adequacy and completeness of the related data transfer processes and the internal controls on those processes.

All Measures	All Sub-Metrics	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data

Data Transfer Policies	Data transfer policies and procedures for CLEC and retail data	Adequacy and completeness of data transfer policies
Internal Control	Internal controls on data transfer for CLEC and retail data	Adequacy and completeness of internal control process

GA Status—27% Complete

14 Metrics completed in Audit I
(including the LSR Detail Report)
6 Metrics completed in Audit III
17 Metrics in progress
37 Metrics have not been started

In understanding the impact of the upgrade to PMAP Version 4.0 on PMR 4, it is important to distinguish those measures calculated manually and to understand the process used by KPMG Consulting in evaluating the accuracy and completeness of the SQM raw data.

There are several performance metrics (such as the Billing and Collocation metrics) for which the data is calculated manually and fed directly in the NODS Warehouse. Several of these metrics have already been audited successfully by KMPG, and the upgrade to PMAP Version 4.0 will have no impact on these completed measures, because the only change involves feeding the data directly into the 4.0 Warehouse rather than the NODS Warehouse. For the remaining manual metrics for which auditing is not complete, KPMG Consulting will integrate the Version 4.0 upgrade into its metrics testing.

For the performance metrics for which data is gathered and calculated electronically, the data integrity portion of the audit tests the integrity of metric related data as it flows from the Legacy systems to the data store (Barney for PMAP Version 2.6 and RADS for PMAP Version 4.0), then to PMAP Staging and then finally to PMAP NODS, which is depicted in Diagram 1. The movement of the data from the Legacy systems to PMAP Staging is straightforward. The format and names of data remain the same, and the data are selected and processed with common off-the-shelf tools and code. KPMG Consulting has validated this portion of the data integrity audit.

The next stage of PMAP converts records of different format to a single format for each major category (Ordering, Provisioning, Maintenance) for rapid report summarization in tables. Auditing the processing of data between PMAP Staging and PMAP NODS is a time-consuming exercise, particularly with the thousands

of levels of disaggregated products. The reasons are twofold. First, the data processing stage involves large data files that are transitioned to tables, which takes considerable time to review. Second, the tool used to perform this data transition is an off the shelf software package known as DataStage. DataStage uses code that is not documented in such a way that it is easy to audit. As illustrated in Attachment 1, DataStage code creates multiple paths from which data are pulled into the central process and if one path is not included, the end result will be different. KPMG Consulting is attempting to build their own code to duplicate the DataStage mappings, which takes a considerable amount of time. By contrast, PMAP Version 4.0 utilizes PL/SQL code, which is an open architecture format that is more conducive to an audit. Another factor that inhibits the appearance of progress is that the data integrity test is conducted at the family of measure level (Ordering, Provisioning, Maintenance), not at the measure level. As KPMG Consulting identifies issues such as the appearance of multiple instances of service orders, they halt testing families of measures until the issue is investigated and resolved.

KPMG Consulting will continue to audit the DataStage code used in PMAP Version 2.6, but will integrate the testing of PL/SQL code used in PMAP Version 4.0 as BellSouth completes the PMAP upgrade.

PMR 5: Replication – SQM Reports & 271 Charts

The objective of the Calculation and Reporting Verification and Validation Review is to evaluate the accuracy of the information produced by BellSouth's SQM and Monthly State Summary (MSS) report production processes. In this evaluation, KPMG Consulting determines whether BellSouth's SQM and MSS calculations are accurately reported for all CLECs combined ("the CLEC aggregate") and for BellSouth retail.

All Measures	All Sub-Metrics	Accuracy and completeness of reported performance measure disaggregation levels
		Agreement between KCI-calculated and BLS–reported SQM values

GA Status
SQM Reports—84%Complete

	Month I	Month II	Month III
Audit I Satisfied (including the LSR Detail Report)	15	15	15

Audit III Satisfied	51	45	36
In Progress	3	0	0
Not Started	2	11	20
Placeholder (No Value)	3	3	3

271 Charts—67% Complete:

	Month I	Month II	Month III
Audit II Satisfied	256	256	256
Audit III Satisfied	1550	1319	874
In Progress	0	0	1
Not Started	452	683	1121

PMAP 4.0 Upgrade Impact – KPMG Consulting will monitor BellSouth's upgrade activities and will integrate the system upgrade into its replication test after the transition is completed. At this point, KPMG Consulting would review the reports from the last month when reports from PMAP Version 2.6 and PMAP Version 4.0 are run in parallel. If KPMG Consulting is satisfied that the reports are the same from Version 2.6 and Version 4.0, and if KPMG Consulting has successfully completed replication activity for all three months, KPMG Consulting would certify the SQM Reports and 271 Charts as satisfied. If KPMG Consulting has not completed replication activity for all three months when PMAP Version 4.0 is released and is satisfied with the parallel reports for the completed months, KPMG Consulting would complete its audit of the remaining SQM Reports and 271 Charts as they are produced from Version 4.0. If KPMG Consulting is not satisfied with the parallel report runs, KPMG Consulting will replicate an additional month for SQM Reports and 271 Charts that have previously been successfully replicated for all three months.

KPMG Consulting has acknowledged that if the parallel report runs from PMAP Version 2.6 and PMAP Version 4.0 produce the same report results, this would indicate that the Data Integrity (PMR4) and Replication (PMR5) testing for both Version 2.6 and Version 4.0 would result in the same conclusions.

PMR 6: Statistical Analysis For SEEMS

The Statistical Analysis test is scheduled to lag the PMR5 Test on replication. Analysis of the Statistical methodology is in progress and currently 15% complete.

PMAP 4.0 Upgrade Impact—The Statistical Analysis for SEEMS remains the same so the Version 4.0 upgrade will have no impact on this test.

PMR 7: Enforcement Review of SEEMS

The Enforcement Analysis calculates the SQM values using BellSouth raw data and compares the KPMG Consulting calculated values to the SQM values used for the Remedy payments. There are three (3) tiers of Metrics to be analyzed for three months.

This test is currently 15% complete.

The current status of the Enforcement Analysis is:

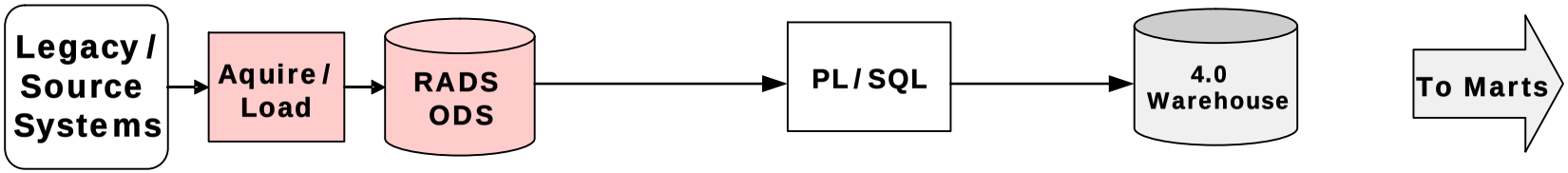
Tier I (27 Metrics):

	Month 1	Month 2	Month
3Matched	21	17	16
Non-Matched	4	0	0
In Progress	0	0	0
Not Started	2	10	11

Tier II and Tier III Metrics have not been started.

PMAP 4.0 Upgrade Impact—There will be minimal impact to this test with the Version 4.0 upgrade since the data for SEEMS calculations and data integrity is sourced from NODS in Version 2.6 and the 4.0 Warehouse in Version 4.0.

PMAP 4.0



PMAP 2.6

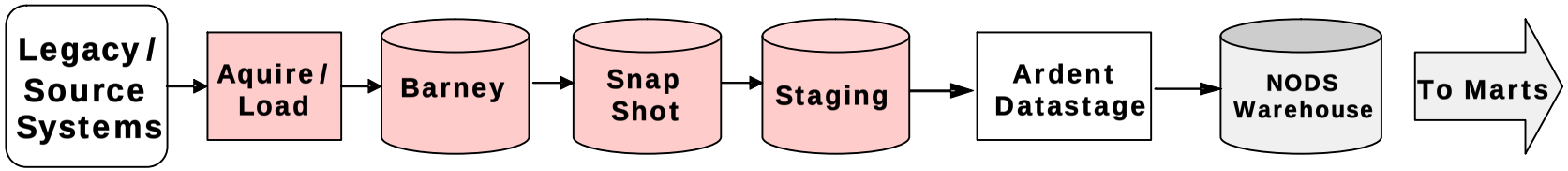


Diagram 1

Exhibit 1 on DataStage

PMAP 2.6 DataStage processing currently consists of about 20 ‘Batches’. These ‘Batches’ contain a total of about 400 steps. These steps are scheduled to run in DataStage ‘Director’ as seen below.

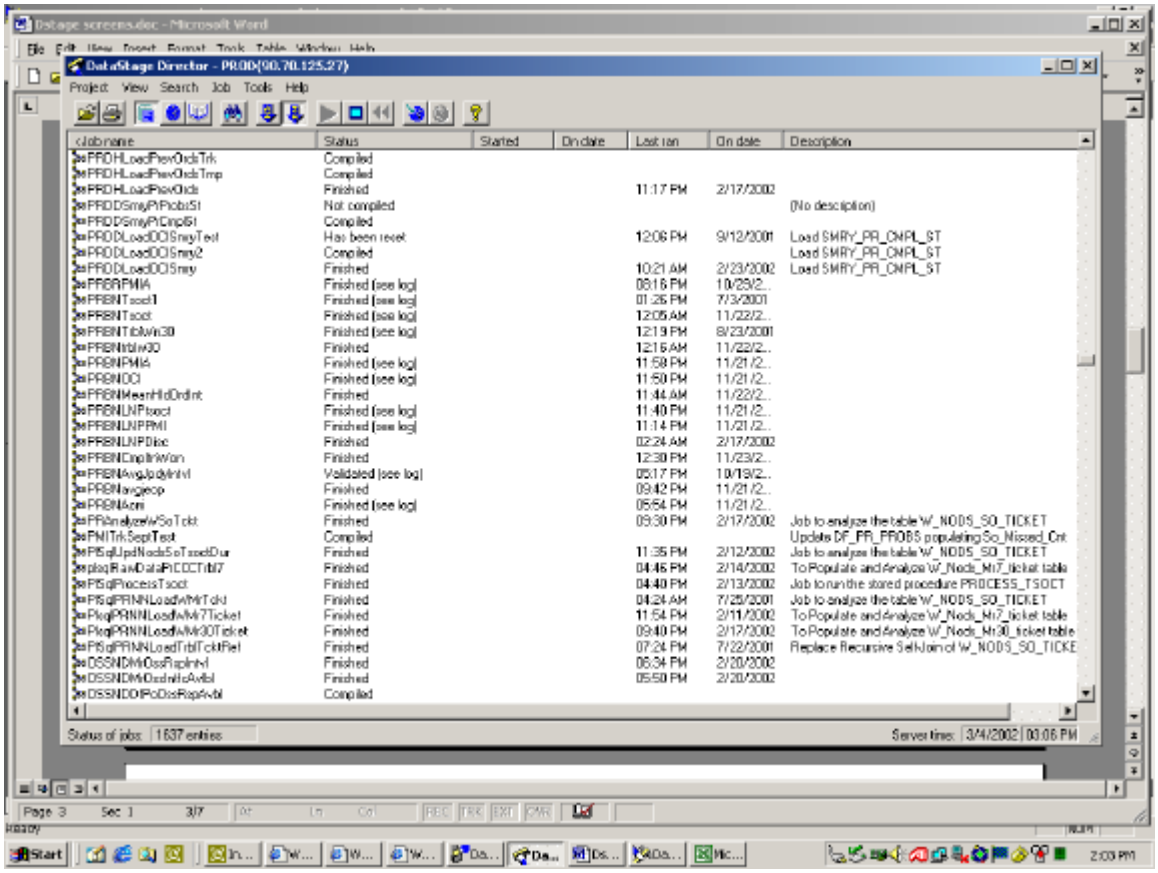
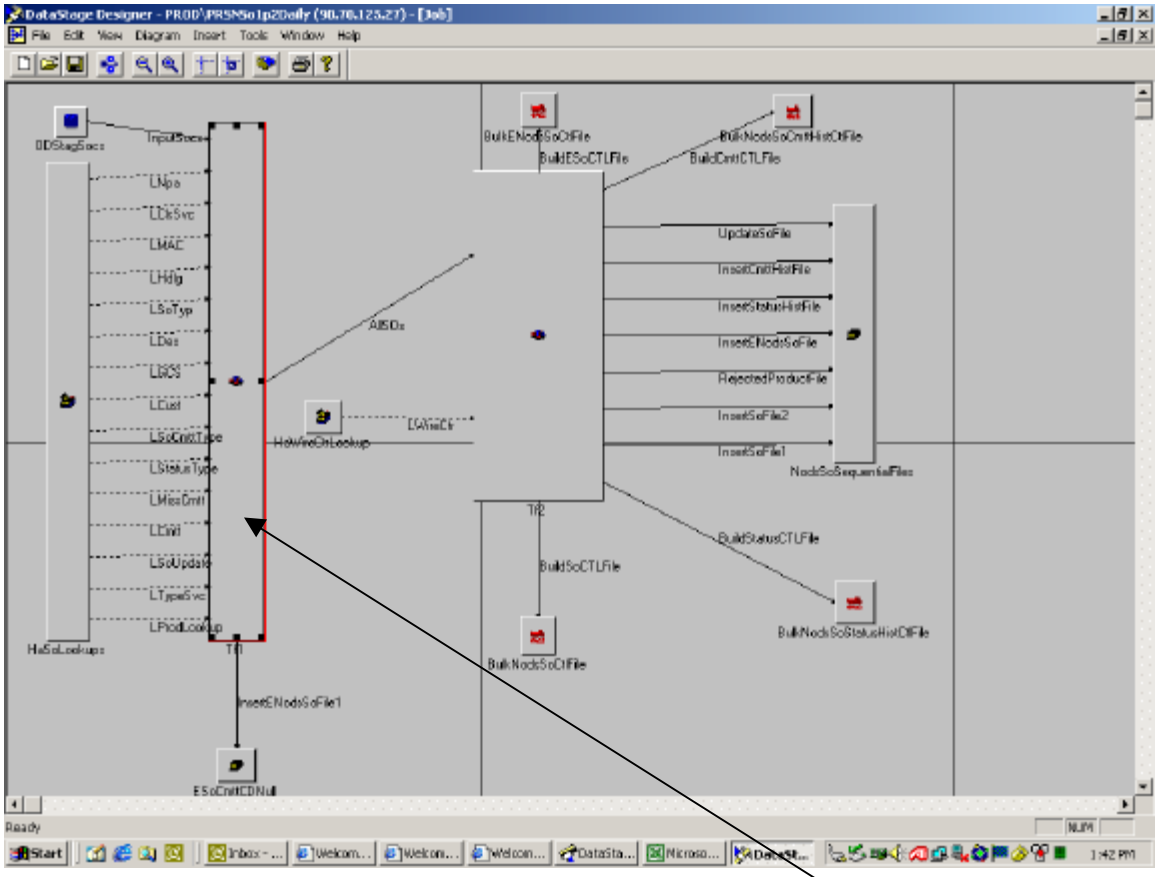


Exhibit 1 on DataStage

Below is the view in DataStage Designer of one of these steps. This is step number 30 of Batch 40 (PRSNSo1p2Daily) that is one step in producing the ‘Provisioning’ measures.



To view the ‘code’, one would double click the block in the diagram.

Exhibit 1 on DataStage

Below is a view of the resulting code window. This is but one of 'transforms' that make up this step in this batch. Note that scrolling is necessary to view the whole window.

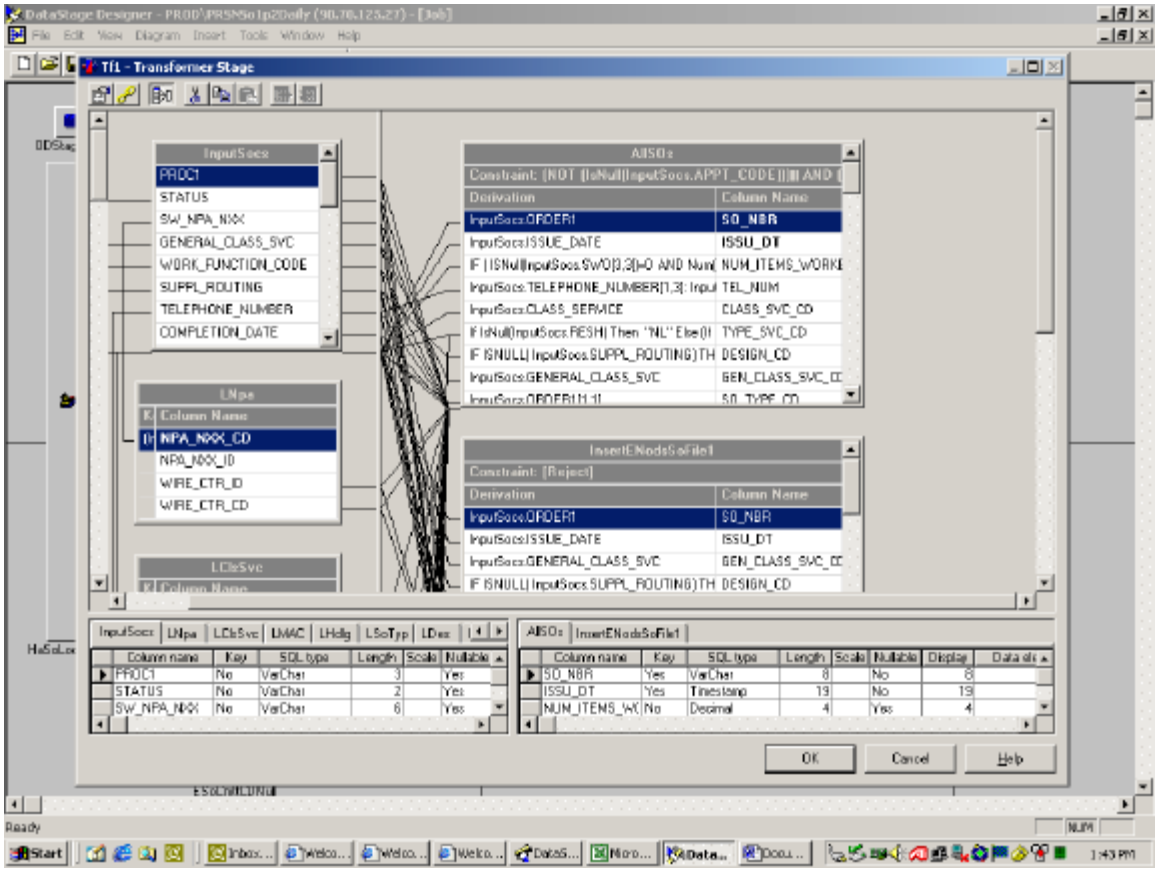


Exhibit 1 on DataStage

Highlight boxes in the upper view to see data property details in the bottom section as seen below.

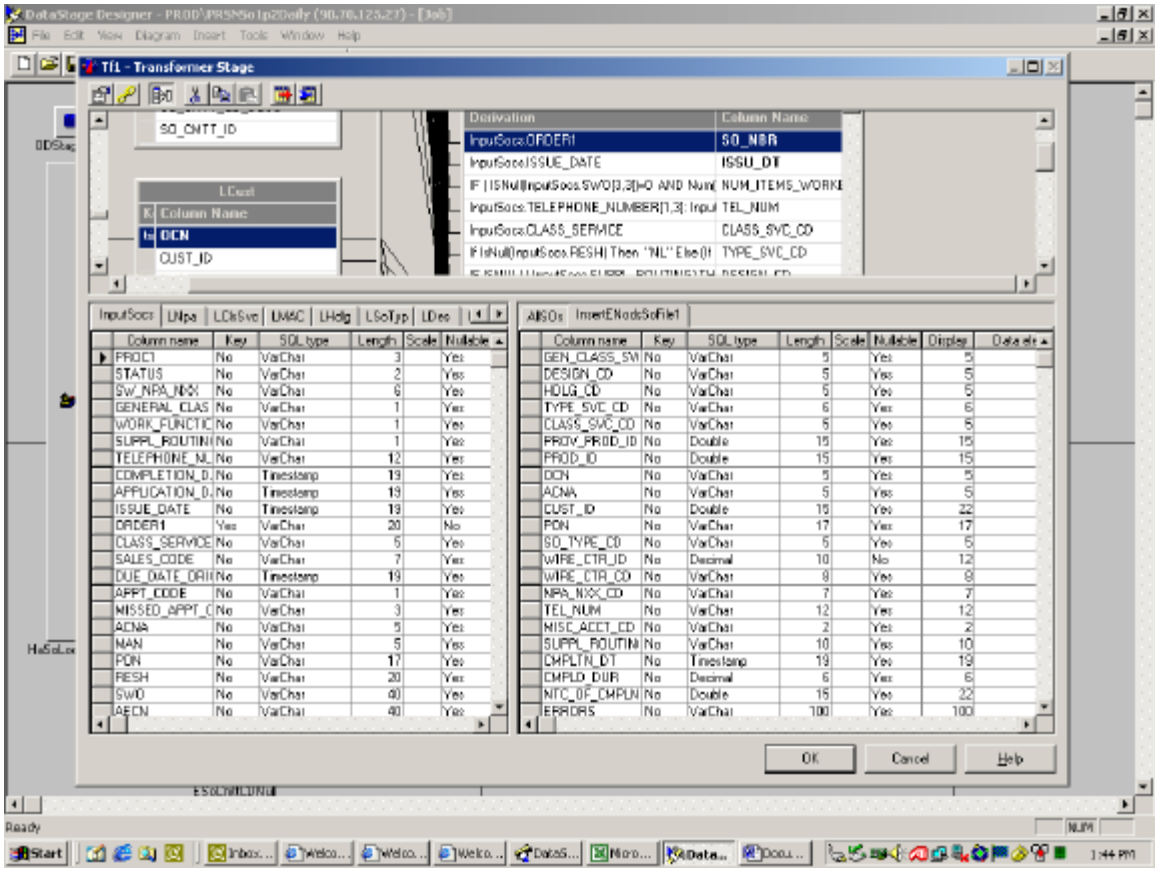
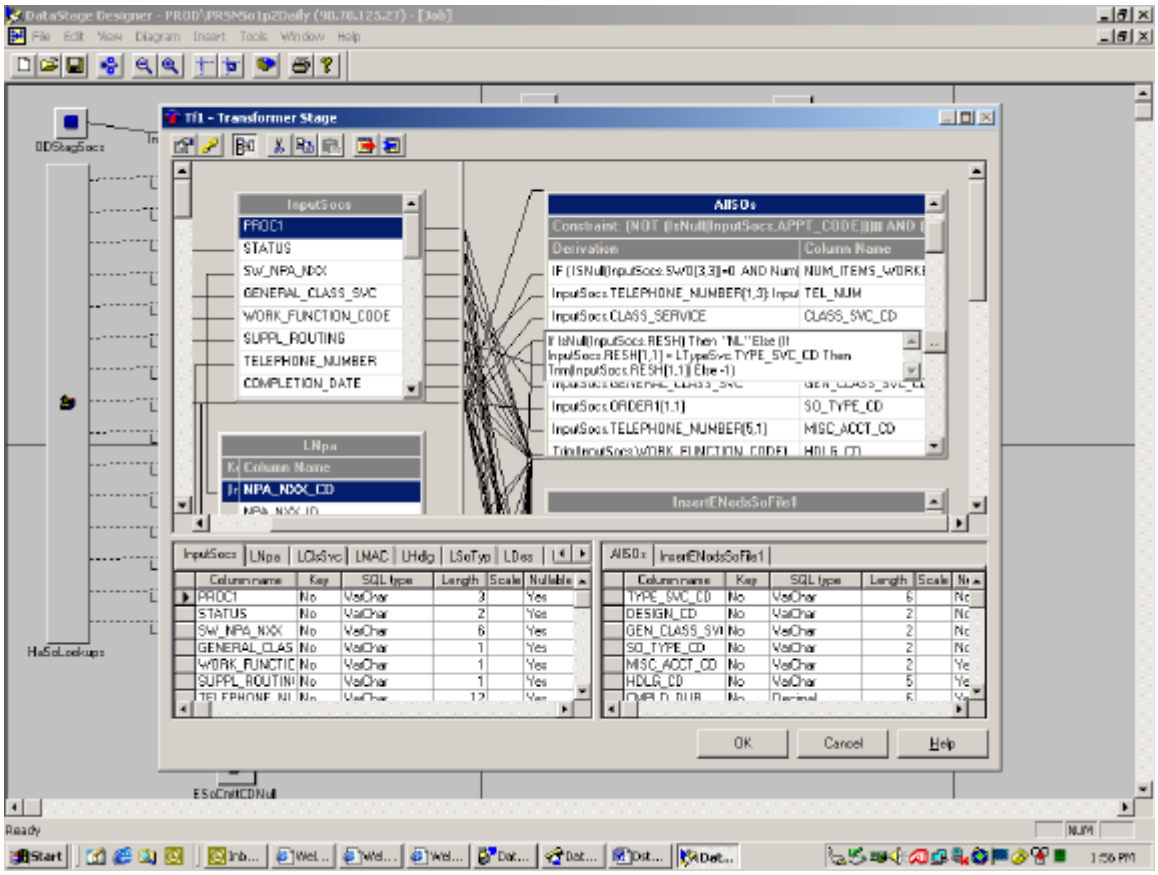


Exhibit 1 on DataStage

Any one of the boxes in the upper section may contain code as seen below



or a Function call, as seen below (SPOcalc).

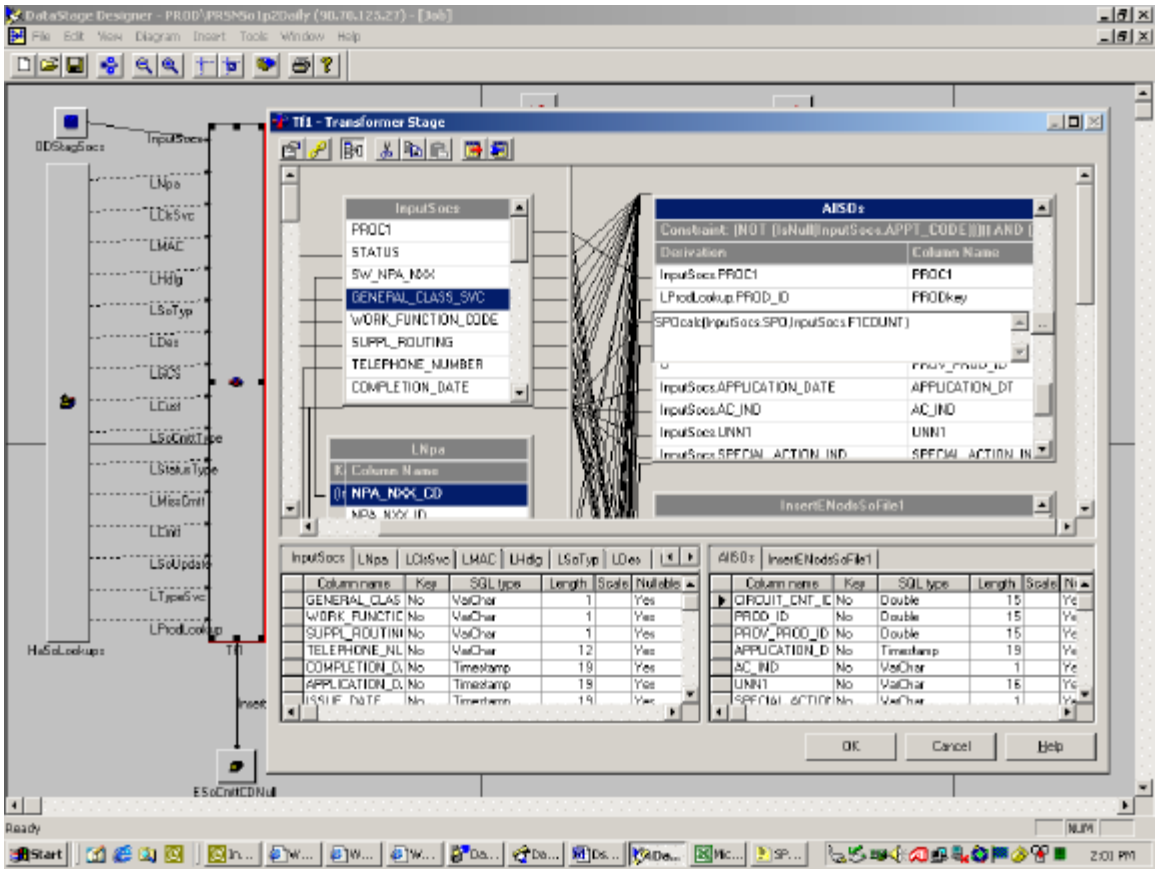


Exhibit 1 on DataStage

The code in these functions is viewed in DataStage Manager, which is a tool separate from ‘Designer’. Below is the code for SPOcalc.

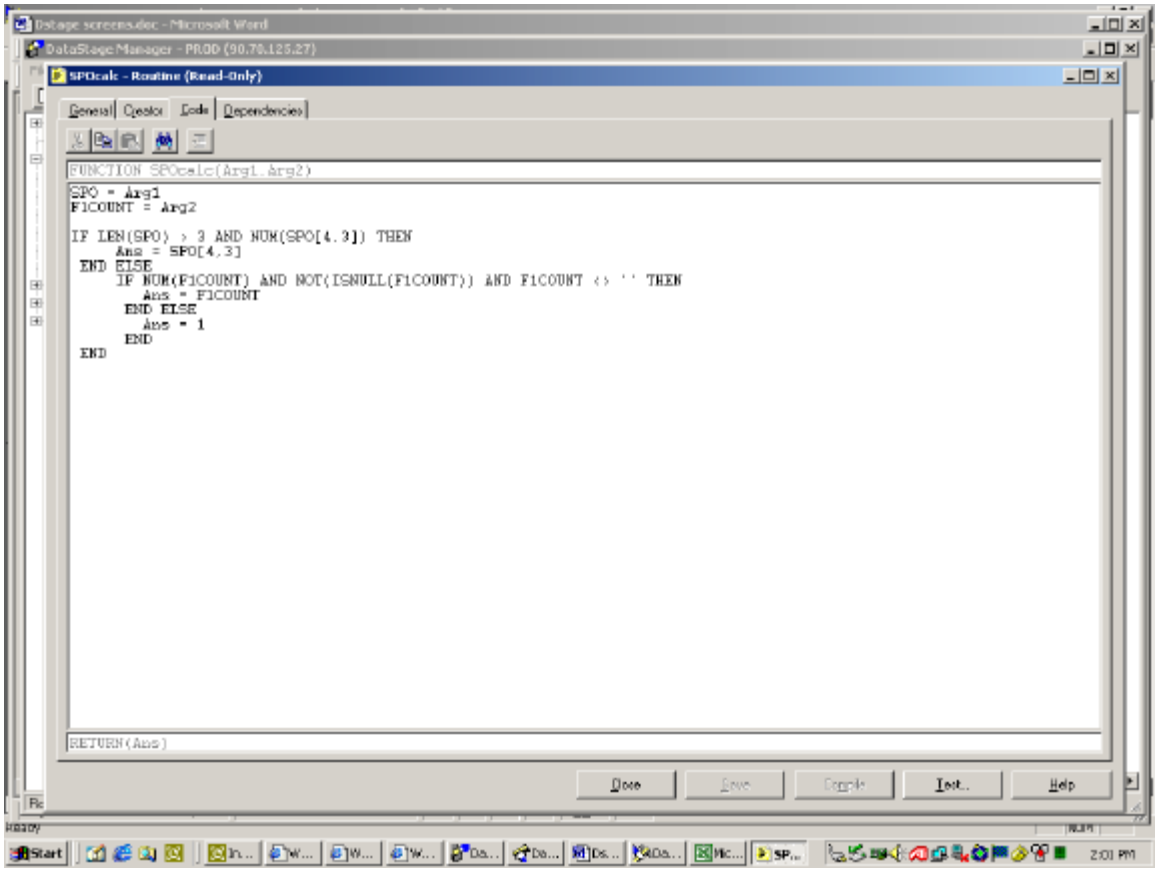


Exhibit 1 on DataStage

The SPOclac function is very basic. Below is a view of a more complex function. These functions may in themselves call other functions.

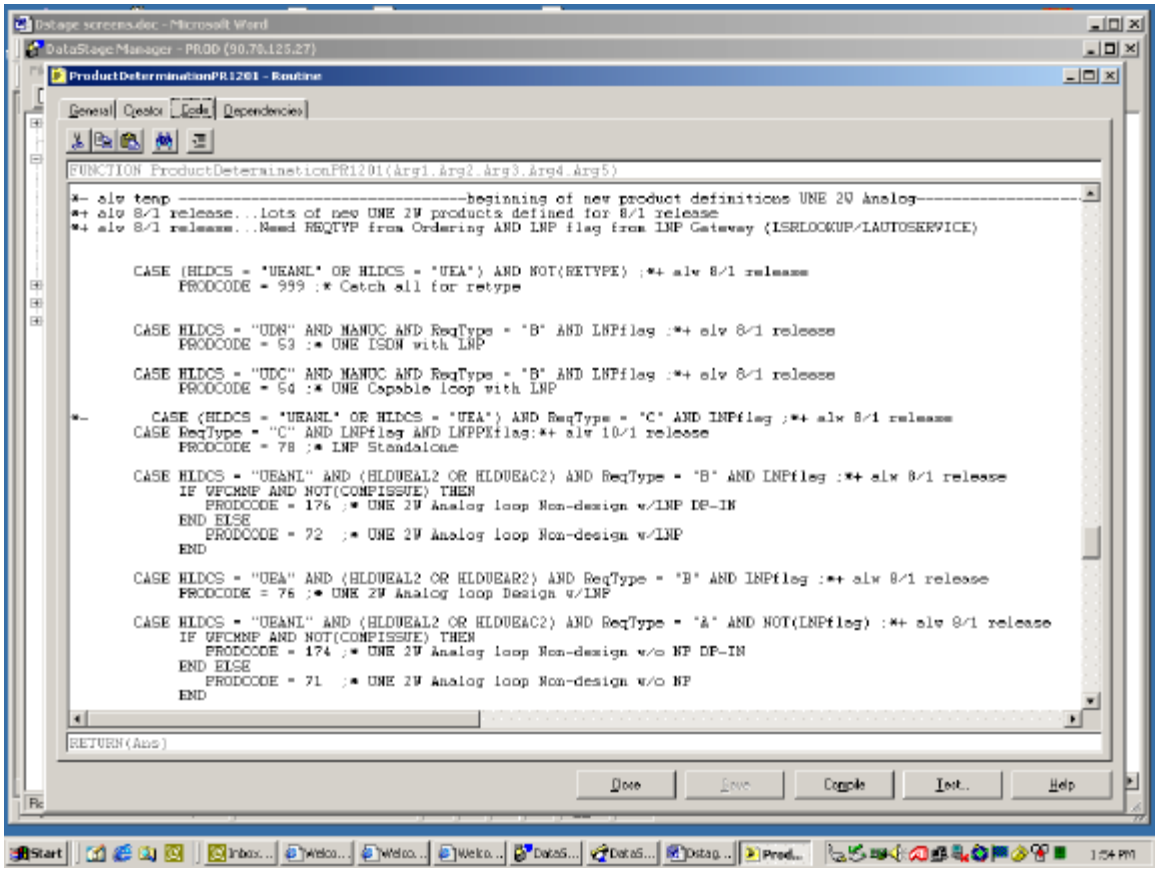


EXHIBIT NO. AJV-10

KPMG-CLEC Status Meeting Minutes, dated 4/3/2002

KPMG Consulting

BellSouth-GA OSS Testing Evaluation
CLEC Status Meeting Minutes
April 03, 2002

Meeting Location: Call in (877-348-1354 pass code: 75113#)
Time: 2:00 PM

Meeting Attendees	Organization
Sharon Norris Cheryl Bursch	AT&T
Leon Bowles	GPSC
Clayton Lindsay Brenda Evans	BellSouth
Linda Gray Suresh Chakravarthy Jeff Johnson	KPMG Consulting, Inc.

Meeting Summary:

I. Metrics - Suresh Chakravarthy:

Status:

KPMG Consulting continues with re-testing activities for data integrity:

Exception 89 – KPMG Consulting has issued a clarification to BellSouth and is awaiting a response from BellSouth.

Exception 122 (LEO vs. Gateway timestamps) - BellSouth's proposed fix is scheduled for May 2002. KPMG Consulting will conduct a re-test based on June 2002 data.

Exceptions 136 & 137— KPMG Consulting forwarded the closure report for Exceptions 136 and 137 to the GA PSC for review.

AT&T: What is holding up the resolution of Exception 89?

BellSouth: We are providing KPMG Consulting with the documentation and code changes used to create the work around for November data.

II. Birmingham Tests - Linda Gray:

PMR 1 No Activity This Week.

PMR 2 No Activity This Week.

PMR 3 Continued to monitor adherence to change management process.

PMR 4 Continued review of PMAP 4.0 process flows, completed work on data requests and submitted them to BellSouth.

PMR 5 - SQM Reports

Month 1 49 Matched
6 Non-Matched

Month II 49 Matched
0 Non Matched

Month III 39 Matched
3 Non Matched

PMR 5 – Charts

Month I 1844 Matched
0 Non-Matched
0 In Progress

Month II 1511 Matched
0 Non-Matched
0 In Progress

Month III 1297 Matched
5 Non-Matched
0 In Progress

PMR 7 Enforcement/Remedies

KPMG Consulting has several metrics in progress but none completed this week. Status remains the same for Matched/Non-Matched.

Received the data model and process flows from RADS into PARIS. Data Integrity is continuing to evaluate the information.

Resolved our understanding of the remedy payments for late and incomplete reports. KPMG Consulting has submitted additional clarifications to BellSouth related to this information.

Tier I:

Month 1	8 Matched 4 Non-Matched
Month II	7 Matched 0 Non-Matched
Month III	6 Matched 0 Non-Matched

Reflects the replication of metric values but does not include the payment process nor Data Integrity reviews.

Tier II:

Month I:	13 Matched 0 Non-Matched
Month II:	10 Matched 0 Non-Matched
Month III:	10 Matched 0 Non-Matched

Reflects the replication of metric values but does not include the payment process nor Data Integrity reviews.

Please note: The GA Status Report for PMR 4 indicated that 3 pending Draft Exceptions would be issued. Upon reviewing the data sets and the issues for the first 2 pending Draft Exceptions, it was determined they are the same data set and that 1 exception would address both issues. A draft exception was submitted for Project Management review on 4/1/02. The 3rd issue listed in the Status Report has been issued as Draft Exception 189.

AT&T: Will we see a GA exception opened in the PMR2 test in parallel to the recent FL PMR2 observation?

KPMG Consulting: We are still reviewing this information and have not yet made a decision to address this item in the GA test.

AT&T: Do any of the matched and non-matched updates you provided include 4.0 data?

KPMG Consulting: No. However, we have been focusing resources on testing and understanding how data flows through the new 4.0 process. Our review of electronic and manual metrics will continue, as they will not be impacted from a 4.0 perspective.
AT&T: Has there been any progress with Remedies?

KPMG Consulting: Work is progressing, however KPMG Consulting is awaiting a complete set of data that has flown-through 4.0. The implementation of 4.0 will change the Inputs into Remedies.

III. Exceptions - Jeff Johnson:

KPMG Consulting issued Exceptions 145, 146, 147, and 148 as well as the BellSouth Response to each of these new Exceptions.

KPMG Consulting also released the BellSouth Amended Response to Exception 145.

KPMG Consulting is currently reviewing closure reports for Exceptions 136, 137, and 146.

The GA PSC has approved the closure of Exceptions 129, 133,141, and 147.

EXHIBIT NO. AJV-11

BellSouth Georgia Metrics Audit III Exceptions – 4/5/2002

Georgia Metrics Audit III Exceptions

Open Exceptions as of April 5, 2002

GA Exc #/ MSS Impact	Issue Description & BellSouth Comments
Exc #89.3/ No Impact (PMR-4)	**KPMG reported that the raw data used in the calculation of the *OSS Response Interval* metric is not accurately derived from or supported by its component early-stage data for January 2000.** KPMG originally identified issues in connection with the exclusion of negative response intervals in the raw data for LENS, TAG, ROS, and RNS reports. These issues were minor (for example, the LENS records accounted for between 0.002% and 0.066% of total records at the submetric level and yielded a difference of between 0.1 msec and 10.62 msec to daily average response intervals) and BellSouth addressed the problem by implementing new code in the source systems between April and July 2001. KPMG successfully retested the LENS early-stage data for April 2001 and the ROS early-stage data for September 2001. Since filing the supplemental affidavit in this proceeding, KPMG has successfully replicated RNS early stage data for September 2001. As a result of KPMG retest activities, BellSouth identified a minor issue in TAG associated with the identifier that relates incoming transactions with outgoing transactions. Again, this defect is relatively minor, causing BellSouth to drop 0.24% of the total pre-order transactions from the January 2002 results calculations. BellSouth implemented a TAG fix for this defect on February 9, 2002. These coding issues have no material impact on the results reported via the MSS.
Exc #122/ <0.5% (PMR-2)	**KPMG reported that definitions and business rules in the Service Quality Measurement (SQM) reports are incomplete or inaccurate for the *FOC Timeliness and Reject Interval* metrics.** The Georgia SQM requires that the start/stop time stamps for these metrics should be recorded from BellSouth's ordering gateways (EDI, LENS, and TAG). For instances when no gateway timestamp is available (which typically occurs less than 5% of the time), BellSouth will revert back to the LEO timestamp. This issue may slightly overstate BellSouth's performance per the following impact analysis: BellSouth confirmed that 95% of the time, in the worst case where both the inbound and outbound gateway timestamps are missing, the TAG interval is understated by less than one minute and the EDI interval is understated by 12 minutes. In the most likely case where only the outbound gateway timestamps are missing, the TAG interval is impacted by 42 seconds and the EDI interval is impacted by 6 minutes and 31 seconds. More importantly, the average difference in the TAG outbound timestamp and the LEO outbound timestamp is 0.8 seconds for 95% of the transactions, and for EDI the average at the 95% level is less than 3 minutes. These impacts are minor when compared against response interval benchmarks of 97% in 1 hour for fully mechanized rejects and 95% in 3 hours for fully mechanized FOCs. BellSouth implemented a fix on January 5, 2002 to address the open issues associated with the full implementation of the TAG gateway timestamps, and will specifically identify any instances of missing gateway timestamps in the future. Additionally, BellSouth has scheduled a fix for EDI in May 2002 to allow the appropriate selection and pairing of inbound and outbound timestamps across LEO and EDI. Balloon
Exc #142 (DExc #184) FL Exc #135/ >0.5% (PMR-5)	**KPMG could not replicate the values in the *Average Jeopardy Notice Interval* SQM report for the CLEC Aggregate in July 2001.** KPMG has identified two issues in this exception: 1) the inclusion of negative intervals, and 2) inadequate instructions for identifying the mechanization classification for each transaction. BellSouth is implementing several coding and documentation changes to this metric and expects the results for Average Jeopardy Notice Interval to be reliable beginning with February 2002 data.
Exc #144 (DExc #179) FL Exc #151/	**KPMG reported that BellSouth's Raw Data User Manual (RDUM) does not provide sufficient instructions for replicating values in the *Percent Completions/Attempts w/o Notice or <24 Hours Notice* SQM reports for the CLEC Aggregate.**

Georgia Metrics Audit III Exceptions

GA Exc #/ MSS Impact	Issue Description & BellSouth Comments
Understates Performance (PMR-5)	KPMG issued amended Exception #144 on February 5, 2002 identifying three replication issues: 1) incomplete raw data files, 2) inadequate RDUM replication instructions, and 3) the inclusion of zero due-dated orders in the results calculation. (1) While migrating this metric from Barney to PMAP, the raw data for all but one level of product disaggregation (Standalone LNP) was unavailable to CLECs. BellSouth has provided the complete raw data file for this metric since November 2001. This issue only affected the availability of raw data and not the reported results. (2) BellSouth modified the January 2002 RDUM v2.2.01 to provide the appropriate disaggregation and calculation instructions. This documentation issue did not impact reported results. (3) Finally, the KPMG retest of December 2001 data noted the inclusion of zero due-dated orders in the results calculations. Such orders are properly excluded per the SQM. This exclusion is planned for implementation with February 2002 data. The inclusion of zero due-dated orders in the results calculation makes BellSouth's performance look worse than it is for impacted product categories.
Exc # 145 (DExc #186)/ <0.5% (PMR-4)	**KPMG reported that BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process that go into the calculation of the fully mechanized and partially mechanized orders for the *FOC and Reject Response Completeness* SQM in June 2001.** Except for one LSR, BellSouth investigated 824 of the of the transaction records in question and determined that they were all properly excluded. BellSouth could not investigate the one remaining LSR because BellSouth did not retain the original PMAP code necessary to identify the reason for the exclusion. This Exception does not indicate a problem with the measure. The following information supports this claim: The 255 TAG LSRs were appropriately excluded from raw data for the following reasons: - 239 LSRs had test or unbillable OCNs - 10 LSRs had negative FOC or reject durations - 6 LSRs had a non-null Project ID value The 565 EDI LSRs (three on KPMG's list were actually present) were appropriately excluded from raw data for the following reasons: - 550 LSRs had unbillable or test OCNs - 15 LSRs had negative FOC or reject durations The corrections to the negative intervals issue for EDI and TAG has been addressed in Georgia Exception #122.
Exc # 147 (DExc #188) FL Exc #125/ <0.5% (PMR-4)	**KPMG reported that Bellsouth incorrectly includes multiple instances of the same Service Order Number in NODS for the *Average Completion Notice Interval* metric in June 2001.** KPMG has now issued a formal exception noting that BellSouth incorrectly included multiple instances of the same service order number for 39,607 unique service orders and different notice intervals for 375 unique service order numbers in its raw data files. BellSouth originally corrected these problems with the implementation for August 2001 data. However, these issues were reintroduced with November 2001 data, and BellSouth has again remedied the problem with December 2001 data. BellSouth performed an impact analysis using November 2001 data. BellSouth determined the performance was only slightly impacted and there was no parity impacting changes to the submetrics, with the possible exception of 2W Analog Loop w/ LNP/Design/Dispatch/<10 circuits, which changed by 1.5 hours. KPMG is currently retesting this metric with December 2001 data and, based on BellSouth's impact analysis for November 2001 data, this issue has no material impact on the results reported via the MSS.
Exc # 148 (DExc #191)/ No Impact	**KPMG cannot replicate the values in the *LNP – Reject Interval* SQM reports for the CLEC Aggregate (December 2001).**

Georgia Metrics Audit III Exceptions

GA Exc #/ MSS Impact	Issue Description & BellSouth Comments
(PMR-5)	KPMG was unable to replicate the SQM-defined ">12 - <=60 min" interval bucket for the fully mechanized LNP Standalone submetric because the results report is incorrectly coded to reflect a ">12 - <=50 min" interval bucket. BellSouth will correct this issue for April 2002 data and KPMG will retest this issue at that time. This interval bucket coding issue has no impact on the results reported via the MSS.
DExc #193 (DExc #XXX) FL Exc #119/ No Impact (PMR-3)	**KPMG has reported that BellSouth is not adhering to the documented metrics change control process for tracking changes in Team Connection.** KPMG reported that BellSouth had not made timely updates to the "state" and "action" entries for several closed TeamConnection change requests. BellSouth's goal is to update TC entries as quickly as possible to indicate the current status of PMAP changes. To help accomplish this goal, PMAP project coordinators are now responsible for tracking TC changes that include reviewing Change Control Board release notes monthly and ensuring TC entries are updated accordingly. KPMG is retesting and reviewing documentation. This documentation issue has no impact on BellSouth's reported results.
DExc #194 (DExc #XXX) FL Obs #131/ No Impact (PMR-3)	**KPMG reported that BellSouth posted raw data to the PMAP Web site without simultaneously posting the corresponding release of the RDUM.** BellSouth clarified its RDUM posting procedures to indicate that a preliminary version will be posted on the 21st of each month and the final on the last day of the month, depending upon the results of the production validation process. KPMG is currently monitoring BellSouth's adherence to its policy of simultaneously posting the RDUM with the metrics raw data. This documentation issue has no impact on BellSouth's reported results.
DExc #195 (DExc #XXX) < 0.5% (PMR-5)	**KPMG could not replicate the values in the Maintenance and Repair: *Maintenance Average Duration* SQM reports for the CLEC Aggregate in December 2001.** KPMG could not replicate the values in one UNE Other Non-Design report due to a legacy system database update delay that resulted in the inclusion of two BellSouth retail troubles as CLEC troubles in the results calculations. This anomaly was created by LMOS when it failed to change the OCN for several of the original KPMG Test CLEC lines to BellSouth lines following the conversion of those lines back to BellSouth. As a result of this legacy system defect, a few of the KPMG Georgia Third Party Test lines still have the Test OCN associated with the line in the LMOS database. BellSouth accounted for this issue in its performance reporting platform with the implementation of a coding fix to exclude test troubles from all M&R metrics beginning with December 2001 data. BellSouth determined that in November 2001 data, two additional CLEC troubles were included in only one submetric (UNE Other Non-Design Dispatch), slightly overstating the reported result by 0.21 hours, with no impact to the posted equity result. This legacy system issue has no material impact on the results reported via the MSS.
DExc #196 (DExc #XXX) FL Exc #120/ No Impact (PMR-4)	**KPMG reported that BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process that go into the calculation of the fully mechanized orders for the *Percent Rejected Service Requests* SQM for June 2001 data.** KPMG believes that BellSouth incorrectly excluded 439 fully mechanized transaction records between the Barney Snapshot (early stage data) and PMAP NODS V (raw data) stages of the metrics data flows. In fact, 438 of the 439 "missing" records identified by KPMG were properly excluded from the *Percent Rejected Service Requests* raw data file for the following reasons: - 259 LSRs were properly excluded as directory listings service requests - 165 LSRs were properly excluded as test or unbillable OCNs - 14 LSRs were properly excluded as having negative reject intervals/durations - 1 LSR is currently under investigation The corrections to the negative intervals issue for EDI and TAG has been addressed in Georgia Exception #122.

Georgia Metrics Audit III Exceptions

GA Exc #/ MSS Impact	Issue Description & BellSouth Comments
DExc #XXX No Impact (PMR-4)	**KPMG reported that BellSouth does not properly construct the processed data used to validate the *FOC Timeliness and Reject Interval* metrics in September 2001.** On April 3, 2002, KPMG announced that this pending draft exception (noted in its January 22, 2002 Interim Status Report) was merged with Georgia Draft Exception #196. KPMG will not issue an additional exception at this time.

Georgia Metrics Audit III Exceptions

Exceptions Closed or in the Closure Process as of April 5, 2002

GA Exc #	Issue Description & BellSouth Comments
Exc #136 Exc #137/ No Impact (O&P-7)	**KPMG reported that BellSouth-reported KPMG Test CLEC raw data values for certain time stamps do not match the KPMG-collected values for three Ordering metrics (*Percent Rejected Service Requests, Reject Interval, and FOC Timeliness*).** KPMG and BellSouth successfully resolved all of the issues associated with the KPMG Test CLEC time stamp discrepancies for which the legacy source system data was retained (this Exception was identified prior to the implementation of BellSouth's enhanced data retention policy). KPMG is now working to compare the time stamps recorded in the TAG and EDI log files against those recorded in the PMAP raw data to resolve this issue using the LSR CC/PON/Ver and documented metrics business rules and data exclusions. This Exception does not indicate a problem with the measure. The following information supports this claim: The 1,157 FOC Timeliness LSRs were appropriately excluded from August 2001 raw data for the following reasons: - 951 LSRs were present in the appropriate raw data file (870 were not for GA, the remaining 81 were for GA) - 184 LNP LSRs were not included in the FOC Timeliness raw data, but were present in the appropriate LNP LSR raw data file - 9 LSRs provided by KPMG could not be located in the TAG source data and therefore would not be expected to show up in the FOC Timeliness raw data - 8 LSRs were cancelled prior to receiving a FOC or clarification (6 were for GA, 2 were not) - 3 LSRs were excluded as "projects" - 1 LSR was excluded since the FOC was returned the prior month - 1 LSR was excluded due to an unidentified product mapping (not for GA) The 423 Reject Interval LSRs were appropriately excluded from August 2001 raw data for the following reasons: - 370 LSRs were present in the appropriate raw data file (329 were not for GA, the remaining 41 were for GA) - 35 LNP and 6 INP LSRs were not included in the Reject Interval raw data, but were present in the appropriate LNP/INP LSR raw data file - 6 LSRs were cancelled prior to receiving a FOC or clarification (2 were for GA, 4 were not) - 4 LSRs provided by KPMG could not be located in the TAG source data and therefore would not be expected to show up in the FOC Timeliness raw data - 2 LSRs were excluded as "projects" KPMG announced on April 3, 2002 that it had forwarded the closure report to the GPSC for review.
Exc #138/ No Impact (PMR-5)	**KPMG could not replicate the values in the *Acknowledgement Message Completeness* SQM report for the CLEC Aggregate in July 2001.** KPMG successfully replicated these SQM reports using the November 2001 updated RDUM v2.1.12 and the exception is currently in the closure process. This documentation issue has no impact on the results reported in the MSS.
Exc #139 DExc #180/ <0.5% (PMR-5)	**KPMG could not replicate the values in the *Coordinated Customer Conversions* 271 chart and SQM report for the CLEC Aggregate in August 2001.** KPMG was unable to replicate the value for the CLEC Aggregate in the 271 chart and a single interval bucket (0-5 min) in the SQM report for the Loop+LNP product category. The discrepancy between the BellSouth-reported value and the KPMG-reported value for this result was 0.0075% (overstated) due to a single extra transaction included in BellSouth's results. The RDUM correctly instructs the CLECs to exclude both "Pending" and "Cancelled" orders from the calculation, but PMAP code does not exclude these service orders. BellSouth has implemented the code correction with December 2001 data and this exception has entered the closure process. There is no material impact on the results reported in the MSS.
Exc #140/	

Georgia Metrics Audit III Exceptions

GA Exc #	Issue Description & BellSouth Comments
No Impact (PMR-5)	**KPMG could not replicate the values in the *Hot-Cuts Troubles within 7 Days* SQM report for the CLEC Aggregate in September 2001.** This issue was resolved with the December 2001 computation instructions and is in the closure process. This documentation issue has no impact on the results reported in the MSS.
Exc #141/ No Impact (PMR-5)	**KPMG could not replicate the values in the *Acknowledgement Message Timeliness* SQM report for the CLEC Aggregate in August 2001.** KPMG successfully replicated these SQM reports with November and the exception is currently in the closure process. This exception only affected the interval buckets and not the results reported on the MSS.
Exc #143/ No Impact (PMR-5)	**KPMG cannot replicate the values in the "*Ordering: Firm Order Confirmation and Reject Response Completeness/Proper*" SQM report for the CLEC Aggregate in August 2001.** This exception concerns three minor issues, none of which affect the MSS results since September 2001 when this measure became reliable.
Exc #146 (DExc #187)/ No Impact (PMR-5)	**KPMG cannot replicate the values in the *Reject Interval* CLEC Aggregate SQM reports for August 2001.** KPMG identified a couple of omissions in the RDUM instructions provided by BellSouth to replicate the August 2001 results reports from raw data. BellSouth corrected the January 2002 RDUM v2.2.01 to instruct CLECs to exclude fatal rejects and transactions with null duration intervals from the results calculations. KPMG is currently retesting this metric using December 2001 data and the updated RDUM v2.2.01. These documentation issues had no impact on the results reported via the MSS and KPMG has moved this exception into the closure process.
DExc #189 FL Exc #150/ No Impact (PMR-4)	**BellSouth incorrectly includes multiple instances of the same service order in NODS for the *FOC Timeliness* SQM report (September 2001).** This is the same issue as issue 3 of FL Exception 36. Please refer to the FL Exceptions document for the explanation. KPMG re-tested using January 2002 data and did not find any instances of duplicate records in the data set used to calculate FOC Timeliness. This exception did not affect the results reported on the MSS and is currently in the closure process. This raw data issue had no impact on the results reported via the MSS and KPMG has moved this exception into the closure process.
DExc #190/ No Impact (PMR-5)	**KPMG cannot replicate the values in the *Firm Order Confirmation Timeliness* SQM report for the CLEC Aggregate (December 2001).** KPMG identified two clarifications required to BellSouth's replication instructions. The first is the same issue discussed in DExc # 189 (FL Exc #36) and BellSouth has updated the January 2002 RDUM v2.2.01 to instruct the user to count only the first FOC response in those instances where BellSouth returns multiple FOC responses on a single submitted LSR. For the second clarification, BellSouth rounds the FOC Intervals to the hundredths of an hour. Consequently, durations of zero should be included in the results calculations. KPMG simply requested that the RDUM be updated to reflect this. These documentation issues have no impact on the results reported via the MSS and the exception is currently in the closure process.
DExc #192 (DExc #XXX) FL Obs #118/ No Impact (PMR-3)	**KPMG reported that BellSouth has no documented process or control group for monitoring open change requests in Team Connection.** BellSouth responded by publishing formal process documentation assigning responsibility for identifying and updating request priorities and tracking metrics change requests to closure. KPMG is currently reviewing the documentation and monitoring open metrics change requests to ensure that BellSouth adheres to the process. KPMG Consulting

Georgia Metrics Audit III Exceptions

GA Exc #	Issue Description & BellSouth Comments
	believes that BellSouth has adequately addressed the issues identified in Draft Exception 192. This documentation issue has no impact on BellSouth's results reported in the MSS and the exception is currently in the closure process.

AJV-12

EXHIBIT NO. AJV-12

BellSouth Status of KPMG Issues Listed on
Georgia Audit III – 4/5/2002

STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
AMT-1 Exc #141 (PMR-5)	**Closed 1/29/02**	**KPMG cannot replicate the values in the *Acknowledgement Message Timeliness* SQM reports for August 2001.** KPMG escalated this issue to GA Exc #141.
AMT-2 Exc #141 (PMR-5)	**Closed 1/22/02**	**KPMG cannot replicate the values in the *Acknowledgement Message Timeliness* 271 charts for August 2001.** This issue is the same as AMT-1 above, except that it applies to the 271 charts.
AMC-1 Exc #138 (PMR-5)	**Closed 1/29/02**	**KPMG cannot replicate the values in the *Acknowledgement Message Completeness* SQM reports for the CLEC Aggregate in July 2001.** KPMG escalated this issue to GA Exc #138.
AMC-2 (PMR-5) **No Impact**	**Closed 1/8/02**	**KPMG cannot replicate the values in the *Acknowledgement Completeness* 271 charts for September 2001.** KPMG could not replicate the BellSouth-reported values in these charts due to the inclusion of its own Test OCNs (ACNA "CKS" OCNs 9990-9994 and 4384) in the results calculations. Once BellSouth clarified that the Test OCNs should be excluded from the results, KPMG successfully replicated the charts with September 2001 data and closed this issue. This clarification had no impact on the results reported via the MSS.
ORD-1 (PMR-5) **No Impact**	**Closed 11/27/01**	**KPMG issued a formal request for Ordering raw data for July 2001.** KPMG issued a formal request for Ordering raw data for four metrics. BellSouth advised KPMG to begin testing with August 2001 data and provided the raw data for August, September, and October 2001 to KPMG. This data request had no impact on the results reported via the MSS.
PRS-1 (PMR-5) **No Impact**	**Open**	**KPMG cannot replicate the values in the *% Rejected Service Requests* 271 charts for September 2001.** KPMG was able to replicate most of the charts following BellSouth's clarification responses in connection with product rollups and excluded Test OCNs. Additionally, BellSouth identified two minor corrections to the computation instructions required to: (1) ensure that only LSRs received and rejected in the current data month are included in the results calculations, and (2) more clearly specify the data field that should be used to determine the received date for non-mechanized LSRs. BellSouth will correct the computation instructions in time for the March 2002 release and KPMG will retest February 2002 data against the revised documentation. These documentation issues have no impact on the results reported via the MSS.
LNPPRS-1 (PMR-5) **No Impact**	**Open**	**KPMG could not replicate *% Reject Services LNP* 271 charts for September 2001.** KPMG was unable to replicate these charts due to deficiencies in the computation instructions regarding the use of the CREATE_DATE field. BellSouth will correct this issue by adding the field to the March computation instructions and KPMG will retest February 2002 data against the revised documentation. This documentation issue has no impact on the results reported via the MSS.
PRS-2 PRS-3 (PMR-5)	**Withdrawn 1/29/02**	**KPMG cannot replicate the values in the *% Rejected Service Requests* 271 charts and SQM reports for August 2001.** KPMG withdrew this issue on January 29, 2002.

* Impact is only provided for those issues that have not yet been escalated to an Exception, withdrawn or merged.

STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
RI-1 (PMR-5) **No Impact**	**Closed 12/27/01**	**KPMG cannot replicate the values in the *Reject Interval* 271 charts for May, June and July 2001.** KPMG could not replicate the values in three charts for the UNE Other Design product category (fully mechanized, partially mechanized, and non-mechanized). Once BellSouth clarified the product rollups for this category, KPMG successfully replicated the August 2001 charts and closed this issue. This clarification had no impact on the results reported via the MSS.
RI-2 (PMR-5) **No Impact**	**Closed 12/27/01**	**KPMG cannot replicate the values in the *Reject Interval* SQM reports for May and June 2001.** This is the same as RI-1, except for different data months and reports instead of 271 charts.
RI-3 (PMR-5) **< 0.5% Impact**	**Closed 12/18/01**	**KPMG cannot replicate the values in the *Reject Interval* 271 chart for Local Interconnection Trunking for July 2001.** KPMG could not replicate this manually generated chart because BellSouth had updated the previously incomplete raw data file and results report (to include one additional rejected ASR to now bring the ASR total to 119) originally provided to KPMG. The one missing ASR caused a minimal impact to July 2001 results. A notice was placed on the PMAP website in December 2001 stating the error and that CLECs could request a corrected copy through their account representative. KPMG successfully replicated August 2001 data and closed this issue. BellSouth has since implemented tighter internal process controls around the versioning of preliminary manually developed reports and raw data. This manual reporting process issue is an anomaly in July with minimal impact on results and no equity impact. There was no impact on the results reported via the MSS for other months.
RI-4 (PMR-5) **No Impact**	**Closed 10/25/01**	**KPMG cannot replicate the values in the *Reject Interval* SQM reports for Local Interconnection Trunking for June 2001.** KPMG could not replicate the June 2001 report because they were using the incorrect raw data file. Once BellSouth provided the correct raw data file, KPMG successfully replicated the results for June 2001 and closed this issue. This issue had no impact on the results reported via the MSS.
RI-5 (PMR-5) **No Impact**	**Closed 1/4/02**	**KPMG cannot replicate the values in the *LNP Reject Interval* SQM reports for August 2001.** KPMG could not replicate these reports because the record layout described in the August RDUM v2.1.09 did not match the record layout in the raw data file. BellSouth issued a clarification response to KPMG indicating that not all of the data fields present in the raw data file are required to calculate the metric results and that transactions with "rej_ind" values of either "Y" or "N" should be included in the results calculations. BellSouth updated the October RDUM v2.1.10 instructions to correct these issues and KPMG closed this issue after successfully replicating August 2001 results using the updated documentation. This documentation issue had no impact on the results reported via the MSS.
RI-6 Exc #146 (PMR-5)	**Closed 3/12/02**	**KPMG cannot replicate the values in the *Reject Interval* 271 charts for September 2001.** This issue is the same as GA Exc #146, except that KPMG identified the discrepancies in BellSouth's SQM charts (as opposed to reports).
RI-7 (PMR-5) **No Impact**	**Closed 1/16/02**	**KPMG cannot replicate the values in the *Reject Interval* SQM report for Local Interconnection Trunking for July 2001.** KPMG could not replicate the "avg days" calculation using the raw data provided. Once BellSouth responded to the clarification request and provided several calculation examples, KPMG successfully replicated the July 2001 report and closed this issue. This clarification had no impact on the results reported via the MSS.
RI-8	**Open**	

* Impact is only provided for those issues that have not yet been escalated to an Exception, withdrawn or merged.

STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
Exc #148 (PMR-5)		**KPMG cannot replicate the values in the *Reject Interval - LNP* SQM reports for January 2002.** KPMG escalated this issue to GA Exc #148.
FOC-1 (PMR-5) **No Impact**	**Closed 10/3/01**	**KPMG could not replicate the values in the *FOC Timeliness* 271 Charts for April 2001.** KPMG could not replicate the numerator and denominator values for the Mechanized INP Standalone chart. BellSouth forwarded the SQL code for this submetric and KPMG successfully replicated April 2001 data. This clarification had no impact on the results reported via the MSS.
FOC-2 (PMR-5) **No Impact**	**Closed 2/12/02**	**KPMG cannot replicate the values in the *FOC Timeliness* 271 charts for August and September 2001.** KPMG could not replicate these charts due to an omission in BellSouth's computation instructions requiring the user to exclude duplicate records from the results calculation. BellSouth updated the January 2002 computation instructions and KPMG successfully retested with December 2001 data. This documentation issue has no impact on the results reported via the MSS.
FOC-3 FOC-6 (PMR-5) **No Impact**	**Closed 1/21/02**	**KPMG cannot replicate the values in the *FOC Timeliness* 271 charts for Local Interconnection Trunking for May, June and July 2001.** KPMG could not replicate these manually generated charts because BellSouth did not provide the complete raw data files to KPMG. Once BellSouth pulled the complete raw data file for May, June, and July 2001, KPMG successfully replicated the results for these data months and closed this issue. This data delivery issue had no impact on the results reported via the MSS.
FOC-4 (PMR-5) **No Impact**	**Closed 2/7/02**	**KPMG cannot replicate the values in the *FOC Timeliness* SQM report for Local Interconnection Trunking for May 2001.** KPMG could not replicate the values in this report due to two coding issues: 1) the exclusion of ASRs for which BellSouth returned a FOC on the same day the ASR was submitted from the "0-5 day" interval bucket and 2) a field mapping error in the calculation of "Total ASRs FOC'd". BellSouth implemented two coding fixes to correct these problems beginning with December 2001 data. KPMG successfully retested this metric using December 2001 data and closed this issue. These issues were specific to BellSouth's SQM reports and had no impact on the results reported via the MSS.
FOC-5 DExc #190 (PMR-5)	**Closed 2/19/02**	**KPMG cannot replicate the values in the *FOC Timeliness* SQM reports for May 2001.** This was escalated to DExc # 190, which has been moved to the closure process.
FOC-7 (PMR-4) **< 0.5% Impact**	**Open**	**KPMG requested a confirmation on errors being received for the Barney/4GL code used to create the *FOC Timeliness* SQM reports for Design, Non-Design, and Standalone LNP.** KPMG observed that BellSouth's Barney 4GL code did not properly link incoming and outgoing transaction timestamps when a CLEC incorrectly submits multiple LSRs with the same CC/PON/Ver via the EDI gateway. (LSRs submitted via the EDI gateway can only be tracked by CC/PON/Ver at this time.) In certain instances, the Barney 4GL business logic may inappropriately link an incoming LSR timestamp with a preceding outgoing response timestamp, resulting in a negative duration interval. On average, the impact of a missing outbound timestamp in EDI is less than 3 minutes. BellSouth has scheduled a fix in EDI and subtending legacy systems that will generate a unique transaction identifier to link each inbound transaction to the corresponding outbound transaction. BellSouth's performance reporting platform will utilize both the CC/PON/Ver and this new transaction identifier to properly determine service request response intervals. KPMG will keep this issue open until the EDI fix is implemented on May 19, 2002. As noted above, this coding issue has no material impact on the results reported via the MSS.

* Impact is only provided for those issues that have not yet been escalated to an Exception, withdrawn or merged.

STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
FOC-8 (PMR-5) **No Impact**	**Closed 3/25/02**	**KPMG cannot replicate the values in the *FOC Timeliness* SQM reports for February 2002.** KPMG was unable to replicate the values because KPMG used 1) incorrect product rollup and 2) incorrect interval buckets. KPMG used an incomplete product rollup document for two submetrics (Resale Business - Partially Mechanized and Resale Business - Fully Mechanized), leaving off one of the thirteen products. KPMG also used an incorrect product rollup document for one submetric (UNE Other Non-Design - Fully Mechanized). KPMG should have used the product listings for these submetrics as stated in the January 2002 PMAP ordering product rollup. Additionally, KPMG wrongly defined the interval buckets due to an incorrect placement of an equal sign for the following: - Partial Mechanized Resale Residence bucket >24 - <=48 hours - Fully Mechanized Resale Residence bucket >45 - <=60 min - Fully Mechanized UNE Loop + Port Combinations bucket >45 - <=60 hours - Fully Mechanized UNE Other Non-Design bucket >45 - <=60 hours BellSouth returned these clarification responses to KPMG on March 21, 2002 and KPMG was able to replicate and closed this issue. These documentation and interval buckets had no impact.
FOCLNP-1 (PMR-5) **No Impact**	**Closed 1/7/02**	**KPMG cannot replicate the values in the *LNP FOC Timeliness* 271 charts for November 2001.** KPMG identified that BellSouth had not reported results against the 18-hour partially mechanized *FOC Timeliness* benchmark for October 2001 data. BellSouth pointed out that the Georgia Order instructed this benchmark to drop from 18-hours to 10-hours beginning with the publication of August 2001 results. This issue was closed once KPMG understood this explanation and this misunderstanding had no impact on the results reported via the MSS.
FOCLNP-2 (PMR-5) **No Impact**	**Closed 1/11/02**	**KPMG cannot replicate the values in the *LNP FOC Timeliness* SQM reports for November 2001.** KPMG could not replicate the results across several interval buckets due to a BellSouth coding issue in connection with the ">48 hours" interval bucket and mistakes in KPMG's replication calculations. BellSouth implemented a fix for the coding issue beginning with November 2001 data such that transactions with a response duration of greater than 48 hours would be reported in the corresponding interval bucket. This issue only impacted the ">48 hours" interval bucket and not the "average interval" or "percentage of responses returned within benchmark" calculations. In addition, BellSouth provided KPMG with clarifications to correct its replication scripts for SQM-defined interval buckets and its calculation script for the average interval. KPMG successfully replicated November 2001 data and closed this issue. This interval buckets coding issue has no impact on the results reported via the MSS.
AJNI-1 (PMR-5)	**Merged 10/31/01**	**KPMG cannot replicate the values in the *Average Jeopardy Notice Interval* 271 charts for May and July 2001.b** This issue was merged into JEOP-1.
AJNI-3 Exc #142 (PMR-5)	**Open**	**KPMG cannot replicate the values in the *Average Jeopardy Notice Interval* SQM reports for July 2001.** KPMG escalated this issue to GA Exc #142.
AJNI-4 AJNI48-2 (PMR-5)	**Open**	**KPMG cannot replicate the values in the *Average Jeopardy Notice Interval* 271 charts for July 2001.**

* Impact is only provided for those issues that have not yet been escalated to an Exception, withdrawn or merged.

STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
> 0.5% Impact		BellSouth has previously informed the Commission that the current results produced for *Average Jeopardy Notice Interval*, although compliant with the Georgia SQM metric definition and business rules, are unreliable.
JEOP-1 (PMR-5)	**Merged 11/7/01**	**KPMG cannot replicate the values in the *Percent Jeopardies* 271 charts for July 2001.** KPMG found a discrepancy in the "mech_id" field and, after initial discussions with BellSouth, merged this issue with AJNI48-2 on November 7, 2001 for retesting against December 2001 data.
OCI-1 (PMR-5)	**Merged 10/10/01**	**KPMG cannot replicate the values in the *Order Completion Interval* 271 charts for May 2001.** KPMG was unable to replicate one chart for Switch Ports. BellSouth provided KPMG with the correct product rollup documents and this issue was subsequently merged with OCI-2.
OCI-2 (PMR-5)	**Withdrawn 1/29/02**	**KPMG cannot replicate the values in the *Order Completion Interval* 271 charts for April, May, and June 2001.** KPMG withdrew this issue on January 29, 2001.
OCI-3 (PMR-5)	**Withdrawn 1/29/02**	**KPMG cannot replicate the values in the *Order Completion Interval* SQM reports for May 2001.** KPMG withdrew this issue on January 29, 2001.
OCI-4 (PMR-5)	**Withdrawn 12/07/01**	**KPMG cannot replicate the values in the *Order Completion Interval* 271 charts for August 2001.** KPMG withdrew this issue on December 7, 2001.
ACNI-1 (PMR-5) **No Impact**	**Closed 3/28/02**	**KPMG cannot replicate the values in the *Average Completion Notice Interval* 271 charts for January 2002 (December 2001 data).** KPMG could not replicate the values for eleven charts. BellSouth provided KPMG with the correct product rollup documents, the most current list of active charts, and a clarification response regarding mechanized and partial mechanized numerators. KPMG successfully retested this metric with December 2001 data and closed this issue. These documentation issues had no impact on the results reported via the MSS.
CCC-1 Exc #139 (PMR-5)	**Closed 2/12/02**	**KPMG cannot replicate the values in the *Coordinated Customer Conversion Interval* 271 charts for August 2001.** This issue is similar to GA Exc #139, except that KPMG identified the discrepancies in the SQM reports (as opposed to the 271 charts) in the exception.
CWON24-1 Exc #144 (PMR-5)	**Closed 2/22/02**	**KPMG reported that BellSouth's Raw Data User Manual (RDUM) does not provide sufficient instructions for replicating July and August 2001 values in the *Percent Completions/Attempts w/o Notice or <24 Hours Notice* SQM reports for the CLEC Aggregate.** KPMG escalated this issue to GA Exc #144.
PROV-1 (PMR-5)	**Closed 1/22/02**	**KPMG required a formal request to retest *Percent Missed Installation Appointments* and *Order Completion Interval* beginning with August 2001 data.**

* Impact is only provided for those issues that have not yet been escalated to an Exception, withdrawn or merged.

STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
No Impact		BellSouth submitted a formal request to KPMG to defer the retest of *% Missed Installation Appointments* and *Order Completion Interval* beginning with August 2001 data in order to correct some minor differences in the product rollups implemented for several product categories between the 271 charts and SQM reports. KPMG successfully retested these metrics with August 2001 data and closed this issue. This planned change had no impact on the results reported via the MSS.
TROUB30-1 Exc #86.1 (PMR-5)	**Closed 1/22/02**	**KPMG cannot replicate the values in the *Percent Provisioning Troubles w/in 30 Days* 271 charts for October 2001.** This issue is similar to Audit I, GA Exc #86.1, except that KPMG identified the discrepancies in BellSouth's SQM reports (as opposed to the 271 charts). Exc # 86.1 is a closed exception in Audit 1.
TROUB30-2 Exc #86.1 (PMR-5)	**Closed 1/22/02**	**KPMG cannot replicate the values in the *Percent Provisioning Troubles w/in 30 Days* SQM reports for October 2001.** This issue is identical to Audit I, GA Exc #86.1. Exc # 86.1 is a closed exception in Audit 1.
TROUB30-3 (PMR-5) **No Impact**	**Closed 3/12/02**	**KPMG cannot replicate the values in the *Percent Provisioning Troubles within 30 Days - LNP* 271 charts for January 2002 (December 2001 data).** KPMG noted that BellSouth did not report results in the December 2001 charts for Standalone LNP. BellSouth has never reported volumes or results for the Standalone LNP submetric since BellSouth cannot receive or respond to trouble tickets on numbers previously ported to CLECs. Based on KPMG's findings, BellSouth has agreed to report the total volume of "number port" service orders as the denominator and zero trouble tickets as the numerator (the result will always be 0.00%) beginning with January 2002 data. KPMG successfully retested this metric, also with January 2002 data, and closed this issue. This product reporting issue had no impact on the results reported via the MSS.
TROUB30-4 (PMR-5) **< 0.5% Impact**	**Open**	**KPMG could not replicate the values in the *Percent Provisioning Troubles within 30 Days* 271 charts for February 2002 (January 2002 data).** KPMG was unable to replicate the values for one chart due to a discrepancy between the results and raw data for BellSouth Retail Centrex, Non-Dispatch, < 10 circuits. Upon investigation, BellSouth determined that a single transaction was inappropriately included in the results calculation, understating BellSouth's retail results by 0.14% with no impact to equity results. BellSouth will address this minor issue beginning with April 2002 data.
TW7-1 Exc #140 (PMR-5)	**Closed 1/29/02**	**KPMG cannot replicate the values in the *Hot Cuts Troubles within 7 Days* 271 charts for September 2001.** This issue is similar to GA Exc #140, except that KPMG identified the discrepancies in the SQM reports (as opposed to the 271 charts) in the exception.
XDSL-1 (PMR-5) **No Impact**	**Closed 11/21/01**	**KPMG requested clarification for a single *% Cooperative Test Attempts for xDSL* 271 chart across July, August, and September 2001 data.** KPMG requested clarification for whether or not the xDSL Other chart was a placeholder since no data was available. BellSouth informed KPMG that this chart is simply a placeholder and KPMG closed this issue. This clarification had no impact on the results reported via the MSS.
MR-1 (PMR-5) **< 0.5% Impact**	**Closed 1/3/02**	**KPMG cannot replicate the values in the 271 charts and SQM reports across all Maintenance & Repair measures for May-July 2001 data.** KPMG consolidated the replication discrepancies in both the charts and reports across the following M&R measures into this issue: - MR-1: *Percent Missed Repair Appointments*

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STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
		- MR-2: *Customer Trouble Report Rate* - MR-3: *Maintenance Average Duration* - MR-4: *Percent Repeat Troubles w/in 30 days* - MR-5: *Percent Out of Service > 24 hours* BellSouth corrected several minor product rollups, test OCNs, and coding issues associated with both the BellSouth and CLEC results for Other Design and Non-Design products across all M&R metrics beginning with October 2001 data. KPMG successfully replicated all of these M&R measures with November 2001 data and closed this issue. These minor coding and production process issues had no material impact on the results reported via the MSS.
CTRR-1 (PMR-5)	**Merged 1/15/02**	**KPMG cannot replicate the values in the *Customer Trouble Report Rate* 271 charts for May and June 2001.** Consolidated into MR-1.
CTRR-2 (PMR-5)	**Merged 2/19/02**	**KPMG cannot replicate the values in the *Customer Trouble Report Rate* SQM reports for April 2001.** Merged with CTRR-4.
CTRR-3 (PMR-5)	**Merged 2/19/02**	**KPMG cannot replicate the values in the *Customer Trouble Report Rate* SQM reports for April 2001.** Merged with CTRR-4.
CTRR-4 (PMR-5)	**Merged 2/19/02**	**KPMG cannot replicate the values in the *Customer Trouble Report Rate* SQM reports for April and May 2001.** Consolidated into MR-1.
CTRR-5 (PMR-5)	**Merged 1/15/02**	**KPMG cannot replicate the values in the *Customer Trouble Report Rate* for several 271 charts converted from Barney to PMAP for August 2001.** Consolidated into MR-1.
CTRR-6 (PMR-5) **No Impact**	**Open**	**KPMG cannot replicate the values in the *Customer Trouble Report Rate* 271 charts for February 2002.** KPMG could not replicate the ADSL Provided to Retail results for four charts because it was using the incorrect data field to identify BellSouth retail line counts. BellSouth has provided a clarification response to KPMG identifying the appropriate data field to utilize. This clarification has no impact on the results reported via the MSS.

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STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
MAD-1 (PMR-5) DExc #195 < 0.5% Impact	**Closed 3/5/02**	**KPMG cannot replicate the values in the *Maintenance Average Duration* 271 charts for December 2001.** This issue has been escalated to GA Draft Exception #195.
MAD-2 (PMR-5)	**Withdrawn 1/29/02**	**KPMG cannot replicate the values in the *Maintenance Average Duration* 271 charts for April, May, and June 2001.** This issue was withdrawn on January 29, 2002.
MAD-3 (PMR-5)	**Withdrawn 1/29/02**	**KPMG cannot replicate the values in the *Maintenance Average Duration* SQM reports for May and June 2001.** This issue was withdrawn on January 29, 2002.
MRA-1 MRA-2 (PMR-5)	**Merged 2/20/02**	**KPMG cannot replicate the values in the *Percent Missed Repair Appointments* 271 charts and SQM reports for May 2001.** Consolidated into MR-1.
MRA-3 (PMR-5) No Impact	**Closed 2/4/02**	**KPMG cannot replicate the values in the *Missed Repair Appointments* 271 charts for December 2001.** KPMG noted that the record layout of the November 2001 raw data provided by BellSouth for this metric was inconsistent with the record layout described in the computation instructions. BellSouth found that the raw data file provided to KPMG was consistent with the pipe-delimited record layout described in the computation instructions. Upon receiving BellSouth's clarification response, KPMG successfully tested November 2001 data and closed this issue. This clarification request had no impact on the results reported via the MSS.
OOS-1 (PMR-5)	**Merged 10/16/01**	**KPMG cannot replicate the values in the *Out of Service >24 Hours* 271 charts for April 2001.** Consolidated into MR-1.
REP30-1 (PMR-5)	**Merged 1/8/02**	**KPMG cannot replicate the values in the *Percent Repeat Troubles w/in 30 Days* 271 charts for May, June, and July 2001.** Consolidated into MR-1.
REP30-2 (PMR-5)	**Merged 1/22/02**	**KPMG cannot replicate the values in the *Percent Repeat Troubles w/in 30 Days* 271 charts for September 2001.** Consolidated into MR-1.
FLOW-1 (PMR-5) No Impact	**Closed**	**KPMG requested a clarification of BellSouth's Percent Flow-Through results calculation methodology.** BellSouth provided KPMG with a clarification response on November 27th, 2001 with the complete Percent Flow-Through results calculation and replication instructions.

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STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
FLOW-2 (PMR-5) **No Impact**	**Closed 2/4/02**	**KPMG cannot replicate the values in the *Percent Flow Through* 271 charts for September and October 2001.** BellSouth asked KPMG to test October 2001 as month one. For October 2001 results, KPMG was able to test once BellSouth clarified that the xDSL products were inserted manually into the report and needed to be accounted for. Also, BellSouth clarified that the raw data contained duplicate records and KPMG recalculated using distinct CC/PON/Ver combinations. KPMG successfully replicated the 271 charts with October 2001 data and closed this issue. This clarification had no impact on the results reported via the MSS.
FLOW-3 (PMR-5) **No Impact**	**Closed 3/5/02**	**KPMG cannot replicate the values in the *Percent Flow Through* 271 charts for December 2001.** KPMG was unable to replicate the results for November 2001 data (December 2001 charts) due to the BellSouth "over-write" of 6 UNE LSRs submitted by CLECs with "null" LSR Ver field entries in the raw data file. CLEC LSRs populated with a "null" LSR Ver were excluded from the raw data file as duplicate entries if the CLEC submitted a subsequent LSR with the same CC/PON combination and a "00" Ver entry. BellSouth has always reported both the "null" and "00" LSR Ver records in the reported results. Beginning with December 2001 data, LSRs with "null" Ver entries are populated with a "99" entry (instead of a "00") to prevent them from being excluded from the raw data file in the future. This infrequently occurring and minimal impact raw data completeness issue had no material impact on the results reported via the MSS and BellSouth recommended that KPMG retest this metric using December 2001 data. KPMG successfully retested using December 2001 data and has closed this issue.
FOCRRC DExc #186 (PMR-4)	**Open**	**KPMG reported that BellSouth incorrectly excludes data between the BARNEY Snapshot and NODS stages of the PMAP process that go into the calculation of the fully mechanized and partially mechanized orders for the *FOC and Reject Response Completeness* SQM reports in June 2001.** KPMG escalated this issue to GA DExc #186.
FOCRRC-1 Exc #143 (PMR-5)	**Closed 1/29/02**	**KPMG cannot replicate the values in the *FOC & Reject Completeness* SQM reports for August 2001.** KPMG escalated this issue to GA Exc #143.
FOCRRC-2 (PMR-5) **No Impact**	**Closed 1/23/02**	**KPMG cannot replicate the values in the *FOC & Reject Response Completeness* 271 charts for December 2001 (November 2001 data).** KPMG could not replicate several of the charts for November 2001 data due to its inappropriate inclusion of LSRs with a company code of "0000" in the results calculations. BellSouth's calculations exclude LSRs with a company code equal to '0000'. Once BellSouth issued a clarification response instructing KPMG to exclude these LSRs, KPMG successfully replicated November 2001 data and closed this issue. This clarification had no impact on the results reported via the MSS.
FOCRRP-1 (PMR-5) **No Impact**	**Closed 1/23/02**	**KPMG cannot replicate the values in the *FOC & Reject Response Completeness (Proper)* 271 charts for December 2001 (November 2001 data).** This issue is identical to FOCRRC-2 above, except in reference to the multiple response metric.
TGP-1 (PMR-5) **No Impact**	**Closed 2/20//02**	**KPMG cannot replicate the values in the *Trunk Group Performance* SQM reports for September 2001.** KPMG could not replicate this report for August 2001 data because its analyst was using an old version (February 2001) of the RDUM instructions to calculate the results from the raw data file. Once BellSouth provided the current version of the RDUM instructions, KPMG successfully replicated August 2001 data and

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STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
		closed this issue. This clarification had no impact on the results reported via the MSS.
TGP-2 (PMR-5) **No Impact**	**Closed 3/26/02**	**KPMG cannot replicate the values in the *Trunk Group Performance* for August 2001 data.** KPMG was unable to replicate the values in the Trunk Group Performance for August 2001 data. KPMG requested clarification on data manipulation, merging instructions and overlapping data files. BellSouth provided a clarification response to KPMG on 3/25/02 and KPMG closed this issue on 3/26/02. This clarification request had no impact on the results reported via the MSS.
TGP-3 (PMR-5) **No Impact**	**Open**	**KPMG cannot replicate the values in the *Trunk Group Performance* SQM Report for September 2001 (August 2001 data).** KPMG was unable to match the CLEC numbers for these reports because it had not applied the common trunk group rules correctly. BellSouth provided a clarification response to KPMG identifying the appropriate rules. This clarification has no impact on the results reported via the MSS.

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STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
PMI-1 (PMR-5) **No Impact**	**Closed 12/19/01**	**KPMG cannot replicate the values in the *Percent Missed Installation Appointments* 271 charts for May and June 2001.** KPMG was unable to replicate the values for two charts in May 2001 and five charts in June 2001 for the Switch Ports, 2w Analog Loops (Design & Non-Design), and Loop+Port Combos product disaggregations. BellSouth clarified the product rollups for these charts, but requested that KPMG defer testing until the reporting for several of these products was moved from Barney to PMAP. Following this conversion, BellSouth was able to replicate the values for all 271 charts using the published "prod_id" values for August, September, and October 2001 data. KPMG successfully retested this metric using August, September and October 2001 data and closed this issue. This documentation issue has no impact on the results reported in the MSS.
PMI-2 (PMR-5) **No Impact**	**Closed 12/4/01**	**KPMG requested clarification for several *Percent Missed Installation Appointments* 271 charts in August 2001.** KPMG requested clarification for whether or not 11 charts were placeholders since little or no data was available. BellSouth informed KPMG that 9 of these charts were placeholders and that two Combo Other charts would have data beginning in September 2001. This clarification had no impact on the results reported via the MSS.
PMI-3 (PMR-5) **No Impact**	**Closed 1/2/02**	**KPMG cannot replicate the values in the *Percent Missed Installation Appointments* SQM reports for July, August, and September 2001.** KPMG was able to completely replicate all reports for May and June 2001data, but could not replicate all of the values reported in the July 2001 reports. BellSouth advised KPMG to shift their testing to August 2001 data. Once BellSouth provided clarification on the product rollups for September 2001 data, KPMG successfully retested all three months and closed this issue. This documentation issue had no impact on the results reported in the MSS.
PMI-4 (PMR-5) **No Impact**	**Closed 1/22/02**	**KPMG cannot replicate the values in the *Percent Missed Installation Appointments* 271 charts for August 2001.** KPMG was unable to replicate the values for two charts in August 2001 for the UNE ISDN product disaggregation. Once BellSouth clarified the product rollups for these charts, KPMG successfully replicated the August 2001 charts and closed this issue. This documentation issue had no impact on the results reported via the MSS.
AAT-1 AAT-2 (PMR-5) **No Impact**	**Closed 12/11/01**	**KPMG cannot replicate the values in the *Average Answer Time (M&R Centers)* 271 charts and SQM reports for July and August 2001.** BellSouth originally provided KPMG with the incorrect version of the raw data required to replicate these charts and reports. BellSouth has since implemented tighter internal process controls around the versioning of preliminary manually developed reports and raw data. This raw data versioning issue is an anomaly and had no impact on the results reported in the MSS. BellSouth provided the correct raw data to KPMG on December 10, 2001 and KPMG closed the issue following the successful replication of July and August 2001 data.
ADUI-1 (PMR-5) **No Impact**	**Closed 10/3/01**	**KPMG requested computation instructions for the *Average Database Update Interval* 271 charts for May 2001.** KPMG requested the computation instructions for 2 charts in order to replicate the data. BellSouth provided the computation instructions and KPMG successfully replicated the data for May 2001. This clarification had no impact on the results reported via the MSS.
ADUI-2 (PMR-5) **No Impact**	**Closed 10/16/01**	**KPMG requested computation instructions for the *Average Database Update Interval* 271 charts for May 2001.** KPMG requested the computation instructions for 3 charts in order to replicate the data. BellSouth provided the computation instructions and KPMG successfully replicated the data for May 2001. This clarification had no impact on the results reported via the MSS.

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STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments

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STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
ARI-1 (PMR-5) **No Impact**	**Closed 9/17/01**	**KPMG cannot replicate the values in the *Average Response Interval* 271 charts for May and June 2001.** KPMG could not replicate the May and June charts as they were using the incorrect raw data set. Once BellSouth provided the correct raw data file, KPMG successfully replicated the results for May and June 2001 and closed this issue. This issue had no impact on the results reported via the MSS.
ASA-1 ASA-2 (PMR-5) **No Impact**	**Closed 12/11/01**	**KPMG cannot replicate the values in the *Average Speed of Answer (*Ordering) 271 charts and SQM reports for August 2001.** For August 2001 data, BellSouth originally provided KPMG with the incorrect version of raw data required to replicate these charts and reports. BellSouth has since implemented tighter internal process controls around the versioning of preliminary manually developed reports and raw data. This raw data versioning issue is an anomaly and had no impact on the results reported in the MSS. BellSouth provided the correct raw data to KPMG on December 10, 2001 and KPMG closed the issue following the successful replication of August 2001 data.
BRCC-1 (PMR-5) **No Impact**	**Closed 12/12/01**	**KPMG cannot replicate the values in the *Billing Recurring & Non-Recurring Charge Completeness* 271 charts and SQM reports for August 2001.** KPMG successfully replicated June and July 2001 data, but BST provided an advance (and incomplete) copy of the August 2001 data set for replication and KPMG found several non-material mismatches across nine charts/reports. Once corrected, KPMG was able to replicate these metrics using the August 2001 raw data posted to the PMAP website. KPMG has successfully replicated September and October 2001 data and closed this issue. These are manual reports and BellSouth is in the process of implementing tighter process controls around the availability of raw data. This manual reporting process issue is an anomaly and had no impact on the results reported in the MSS.
COLL-1 (PMR-5) **No Impact**	**Closed 11/7/01**	**KPMG cannot replicate the values for *Collocation* 271 charts for May 2001.** KPMG could not replicate the "Average Response Time/Physical" chart for May 2001. BellSouth identified a typographical error in the chart denominator. BellSouth corrected this error and KPMG successfully replicated the chart for May 2001. This clerical error had no impact on the results reported via the MSS.
COLL-2 (PMR-5) **No Impact**	**Closed 11/7/01**	**KPMG cannot replicate the values for *Collocation* 271 charts for June 2001.** KPMG could not replicate the "% Due Dates Missed (Virtual)" chart for June 2001. BellSouth identified a typographical error in the chart denominator. BellSouth corrected this error and KPMG successfully replicated the chart for June 2001. This clerical error had no impact on the results reported via the MSS.
HOI-1 (PMR-5) **No Impact**	**Closed 10/10/01**	**KPMG cannot replicate the values for *Mean Held Order Interval and Distribution Intervals* 271 charts for June 2001.** KPMG could not replicate these charts due to incorrect product rollup documents. Once BellSouth clarified the product rollups, KPMG successfully replicated the results and closed this issue. This clarification had no impact on results reported via the MSS.
HOI-2 (PMR-5) **No Impact**	**Closed 12/7/01**	**KPMG cannot replicate the values for (P-1) *Mean Held Order Interval & Distribution Intervals* 271 charts for October 2001.** KPMG requested a clarification on the business rules and product rollups associated with this metric. BellSouth found that KPMG was utilizing the correct product rollup for "Retail Digital Loop < DS1" and the results of their replication for the September 2001 data were correct. This clarification had no impact on results reported via the MSS.

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STATUS OF KPMG ISSUES LISTED ON GA AUDIT III as of 4--5-02

GA Issue # / Impact	Current Status	Issue Description & BellSouth Comments
LMU-1 (PMR-5) **No Impact**	**Closed 1/17/02**	**KPMG requested revised (PO-1) *LMU Manual Instructions* to use with November 2001 data.** The data was sent and KPMG closed this issue.
SIFO (PMR-5) **No Impact**	**Closed 1/22/02**	**KPMG found that relevant fields are manually entered into two tracking systems, BRITE and LON. Data entry errors may cause problem when joining two tables from these two systems together. Measure (O-10) *Service Inquiry + FOC (average response time)* Charts F.3.1.1 thru F.3.1.2.** KPMG was informed of BellSouth's plans to move all charts remaining on BARNEY to PMAP by October 31, 2001. KPMG tested with August – October 2001 data and closed this issue. This issue had no impact on results reported via the MSS.

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AJV-13

EXHIBIT NO. AJV-13

BellSouth Florida Third Party Test Metrics Exceptions – 4/5/2002

Florida Third Party Test Metrics Exceptions

Open Exceptions as of April 5, 2002

FL Exc #/ MSS Impact	Issue Description & BellSouth Comments
Exc #10/ No MSS Impact (PMR-5)	**KPMG reported that BellSouth's implemented metrics calculations for the *LNP - Reject Interval* SQM reports are inconsistent with the documented metrics calculations for May 2000.** KPMG has identified three issues in this exception: 1) the inappropriate truncation of response intervals, 2) coding errors in defining the "interval buckets", and 3) an inadequate Barney-to-PMAP raw data transfer process. For the first issue, KPMG could not replicate the BellSouth-reported values for May 2000 data because the Barney 4GL code that performs the interval calculations was inappropriately truncating the reject response durations to the minute. For example, the Barney code would report a reject interval of 4 minutes and 33 seconds as 4 minutes and categorize the transaction in the "0 - <=4 minute" bucket instead of the ">4 - <=8 minute" bucket. BellSouth implemented a fix to calculate response intervals to the hundredth of a second beginning with October 2001 data. For the second issue, KPMG could not match BellSouth's results for several "interval buckets" due to coding errors in defining the edges of the buckets. BellSouth corrected the majority of these issues with October 2001 data. The only remaining issue is limited to the fully mechanized ">12 - =<60min" interval bucket. This fix has been scheduled for April 2002 data and has no impact on the MSS results reported against the benchmark. The last issue refers to the fact that the raw data and results reports for this metric are produced in Barney and uploaded to PMAP for delivery and presentation via the website. Although both of the Barney outputs were originally correct, a deficiency in the file transfer process caused the loss of some raw data records being uploaded to PMAP. BellSouth implemented a fix for this issue beginning with October 2001 data. This issue only impacted the raw data provided. The posted metric results were correct.
Exc #36/ <0.5% MSS Impact (PMR-4)	**KPMG reported that BellSouth does not properly construct the processed data used to validate the *FOC Timeliness* and *Reject Interval* SQM reports for May 2000.** KPMG has identified three issues in this exception: 1) inappropriate application of the weekend and holiday hours exclusion, 2) inappropriate inclusion of negative interval transactions in the non-mechanized results, and 3) unclear computation instructions regarding the handling of multiple responses for a single LSR. Regarding item one, BellSouth and KPMG resolved the weekend and holiday hours exclusion issue via a clarification of the business rules in March 2001. The impact of negative intervals for August and September 2001 data was 0.012 and 0.014% of the total non-mechanized LSR volume, respectively. A partial fix was implemented with October 2001 data and addressed all but one rejected non-mechanized LSR. The fix was fully implemented with November 2001 data. Regarding item 3, BellSouth is updating the business rules in the SQM to clarify that (in those cases where multiple FOCs or rejects are returned) the first FOC or reject returned should be used to calculate the duration. KPMG is currently retesting with November 2001 data. These documentation and data issues have no material impact on the results reported via the MSS.
Exc #101/ <0.5% MSS Impact (PMR-5)	**KPMG cannot replicate the values in the *Total Service Order Cycle Time* SQM report for the CLEC Aggregate in January 2001.** KPMG has identified two issues in this exception: 1) inappropriate inclusion of CLEC pending orders in the results calculations and 2) inappropriate inclusion of test orders in the results calculations. Regarding the first issue, KPMG identified results discrepancies due to the inclusion of pending orders in only one submetric (UNE Other – Design, <10 circuits, Dispatch). The differences between KPMG- and BellSouth-calculated results were less than 0.27% across all submetric interval buckets and only 0.05 days (14.16 days v. 14.21 days) for the average interval BellSouth implemented the fix for this issue effective with August 2001 data. This issue had no material impact on the results reported in the MSS prior to August and no impact from August forward. For the second issue, BellSouth also identified 141 transaction records associated with test OCNs included in Florida results calculations between October 2001 and December 2001. As an example, the inclusion of these test transactions in the December 2001 results calculations yielded slightly improved results for 2 submetrics (or 18%), slightly degraded results for 9 submetrics (or 18%), and no change in results for zero of the submetrics. BellSouth implemented the fix to exclude test orders from the results calculations with January 2002 data. These test orders were a direct result of KPMG third party testing in Florida. BellSouth did not identify any test orders in the October through December results for Georgia or Louisiana.
Exc #109/	**KPMG cannot replicate the values in the *Acknowledgement Message Timeliness* SQM report for the CLEC Aggregate for May 2001.**

Florida Third Party Test Metrics Exceptions

FL Exc #/ MSS Impact	Issue Description & BellSouth Comments
<0.5% MSS Impact **Obs #110** **(PMR-5)**	KPMG has identified two issues in this exception: 1) mismatched results for specific interval buckets and 2) inappropriate inclusion of transactions with negative intervals in the result calculations. KPMG failed to match BellSouth's results for several interval buckets due to an error in the code defining the buckets. As a result of rounding and incorrect bucket definitions, BellSouth was mapping transactions with intervals at the "edges" of the various bucket designations into the wrong interval buckets. BellSouth corrected the code with November 2001 data and KPMG will begin retesting activities shortly. This interval buckets coding issue had no impact on the reported performance results in the MSS. For the second issue, BellSouth identified the existence of TAG transactions with negative duration response intervals in the results calculations for November 2001 during internal replication testing. For November 2001 data, BellSouth identified 9 TAG acknowledgements with negative durations out of a total of 291,001 returned. Recalculating the results to properly exclude these negative interval transactions yields no material difference in the reported regional results for November 2001 (99.99% and equivalent to six decimal places). BellSouth also identified a single acknowledgement with a negative interval acknowledgement in each of October 2001 and December 2001 results. No acknowledgements having negative durations were identified in January or February 2002 raw data. An April 2002 fix has been scheduled to resolve this problem. This issue has no material impact on the results reported via the MSS.
Exc #113/ No MSS Impact **(PMR-4)**	**KPMG reported that BellSouth does not capture xDSL (Digital Subscriber Lines) transactions, which are processed through Corporate Order Gateway (COG), for the *Percent Flow-Through Service Requests (Summary & Detail)* SQMs.** BellSouth remedied this omission effective with September 2001 data by manually including xDSL transactions in the UNE and Aggregate results. Furthermore, BellSouth mechanized the inclusion of xDSL transactions in the *Percent Flow-Through* results beginning with November 2001 data. BellSouth's xDSL-specific *Percent Flow-Through* results for August and September 2001 were 87.96% and 85.32%, respectively. The inclusion of xDSL data in September 2001 improved the UNE Flow-Through results by 0.5%, and had even less of a positive impact on the Aggregate results.
Exc #114/ <0.5% MSS Impact **(PMR-4)**	**KPMG reported that BellSouth incorrectly excludes data between the BARNEY Snapshot and NODS stages of the PMAP process that go into the calculation of the fully mechanized and partially mechanized orders for the *FOC Timeliness* SQM for June 2001.** This issue has the same allegations as GA Exception 145. KPMG believes that BellSouth incorrectly excluded 6,082 fully mechanized and 1,527 partially mechanized transaction records between the BARNEY Snapshot (early stage data) and PMAP NODS V (raw data) stages of the metrics data flows. In fact, 7,600 of the 7,609 "missing" records identified by KPMG were properly excluded from the *FOC Timeliness* raw data files. The remaining 9 records were associated with service requests for products that have not yet been mapped to an SQM-defined product category. The 6,082 fully mechanized LSRs in question were excluded from BellSouth's raw data files for the following reasons: - 6,023 LSRs (or 99.00%) were properly excluded as directory listing service requests - 33 LSRs were properly excluded as unbillable or Test OCNs - 21 LSRs were properly excluded having negative FOC durations - 5 LSRs associated with specific types of Non-Switched Combos have not been mapped to an SQM-defined product category (UNE Combo Other) The 1,527 partially mechanized LSRs were excluded from BellSouth's raw data for the following reasons: - 1,474 LSRs (or 96.53%) were properly excluded as directory listing service requests - 49 LSRs were properly excluded as coin (or payphone) services - 4 LSRs associated with specific types of Non-Switched Combos have not been mapped to an SQM-defined product category (UNE Combo Other) BellSouth began reporting the results for directory listings in the UNE Other (Non-Design) product category beginning with September 2001 data. For the remaining 9 records (or 0.04% of reported records) identified by KPMG, BellSouth has targeted an update to map these Non-Switched Combos to the UNE Combo Other product category for April

Florida Third Party Test Metrics Exceptions

FL Exc #/ MSS Impact	Issue Description & BellSouth Comments
	2002 results.
Exc #119/ No MSS Impact **(PMR-3)**	**KPMG reported that BellSouth is not adhering to the documented metrics change control process for tracking changes in TeamConnection.** This exception is the same as GA Draft Exception 193.
Exc #120/ <0.5% MSS Impact **(PMR-4)**	**KPMG reported that BellSouth incorrectly excludes data between the BARNEY Snapshot and NODS stages of the PMAP process that go into the calculation of the fully mechanized and partially mechanized results for the *Percent Rejected Service Requests* SQM reports for June 2001.** This issue has similar allegations as GA Exception 145. KPMG believes that BellSouth incorrectly excluded 1,920 fully mechanized and 761 partially mechanized transaction records between the Barney Snapshot (early stage data) and PMAP NODS V (raw data) stages of the metrics data flows. In fact, 2,679 of the 2,681 "missing" records identified by KPMG were properly excluded from the *Percent Rejected Service Requests* raw data file. The remaining 2 records were associated with service requests for products that have not yet been mapped to an SQM-defined product category. The 1,920 fully mechanized LSRs in question were excluded from BellSouth's raw data files for the following reasons: - 1,900 LSRs (or 99.53%) were properly excluded as directory listing service requests - 13 LSRs were properly excluded as test or unbillable OCNs - 7 LSRs were properly excluded as having negative intervals/durations The 761 partially mechanized LSRs were excluded from BellSouth's raw data for the following reasons: - 716 LSRs (or 94.09**%**) were properly excluded as directory listing service requests - 18 LSRs were actually identified in PMAP raw data - 9 LSRs were properly excluded as coin (or payphone) services - 8 LSRs were properly excluded as test or unbillable OCNs - 6 LSRs were properly excluded as "projects" - 2 LSRs were properly excluded as having been sent in the previous month - 2 LSRs associated with specific types of Non-Switched Combos have not been mapped to an SQM-defined product category (UNE Combo Other) BellSouth began reporting the results for directory listings in the UNE Other- Non-Design product category beginning with September 2001 data. For the 2 missing records (or 0.01% of reported records) identified by KPMG, BellSouth has targeted an update to map these Non-Switched Combos to the UNE Combo Other product category for April 2002 results.

Florida Third Party Test Metrics Exceptions

FL Exc #/ MSS Impact	Issue Description & BellSouth Comments
Exc #121/ No MSS Impact **(TVV-3)**	**KPMG could not identify Flow-Through Firm Order Confirmations (FOCs) on Local Number Portability (LNP) Local Service Requests (LSR) submitted via the mechanized ordering process.** KPMG believes that BellSouth issued flow-through FOCs for 48% (62 of 128 received as of November 9, 2001) of LNP LSRs submitted via BellSouth's mechanized ordering interfaces. Of the 66 LSRs that dropped to the LCSC for manual handling, BellSouth has determined that 56 LSRs should have been classified as "Planned Manual Fallout" and excluded from the denominator of KPMG's calculation. BellSouth is currently investigating the remaining 10 LSRs. Assuming all 10 of these LSRs dropped to the LCSC for manual handling due to BellSouth error, then BellSouth's flow-through results for these LNP LSRs would be 86% (62 of 72), slightly better than the 85% benchmark published in the SQM. Per KPMG's request, BellSouth is updating the *Percent Flow-Through Service Requests* business rules noted in the red-line SQM to now include all LNP-based partial migrations and Standalone LNP supplements (except for due date changes) in the "Planned Manual Fallout" category. This is simply a documentation issue; BellSouth's systems were correctly classifying LNP-based partial migrations and Standalone LNP supplements (except for due date changes) as "Planned Manual Fallout". No coding changes are required for this metric and this transactional testing issue has no impact on the results reported via the MSS.
Exc #122/ No MSS Impact **(TVV-3)**	**KPMG reported that BellSouth did not provide flow-through classification information for Digital Subscriber Line (xDSL) orders submitted by KPMG.** KPMG identified that BellSouth did not provide its LSR detailed reports for xDSL LSRs. BellSouth is still investigating the legacy system (COG/DOM) development initiatives required to produce the monthly LSR detail reports currently available from LEO and LNPG, and will provide an implementation date as soon as possible. This data reporting issue has no impact on the results reported via the MSS.
Exc #124/ No MSS Impact **(PMR-5)**	**KPMG cannot replicate the values for the *Percent Flow-Through Service Requests (Detail)* SQM report for the CLEC Aggregate for November 2000.** Although KPMG successfully retested this metric with June 2001 data, BellSouth was later compelled to restate these results due to software defects affecting June, July and August data. These defects are the same issues addressed in the original application. BellSouth manually recalculated the June 2001 *Percent Flow-Through* results in order to re-classify certain LSRs improperly coded as "Planned Manual Fallout" to either the "CLEC Caused Fallout" or "BellSouth Caused Fallout" bucket. BellSouth has shared the recalculation methodology with KPMG and it is currently retesting June 2001 data. BellSouth implemented a permanent fix for this defect in its electronic ordering systems beginning with September 2001 data and BellSouth's restated Flow-Through results for June, July, and August 2001 data are correct. This data reporting issue has no impact on the results reported via the MSS.
Exc #135/ >0.5% MSS Impact **(PMR-5)**	**KPMG cannot replicate the values in the *Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices* SQM report for the CLEC Aggregate for August 2001.** This exception is the same as GA Exception 142.
Exc #143/ <0.5% MSS Impact **(PMR-4)**	**KPMG reported that BellSouth incorrectly excludes data between the BARNEY Snapshot and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the *Percent Rejected Service Requests* SQM report for June 2001.** KPMG believes that BellSouth incorrectly excluded 17,131 non-mechanized transaction records between the Barney Snapshot (early stage data) and PMAP NODS V (raw data) stages of the metrics data flow. Due to the large volume of LSRs identified, BellSouth selected the first 1,749 records in the data file provided by KPMG in order to identify the

Florida Third Party Test Metrics Exceptions

FL Exc #/ MSS Impact	Issue Description & BellSouth Comments
	data exclusion criteria applied to each LSR. 1,745 of the 1,749 non-mechanized LSRs in question were excluded from BellSouth's raw data files for the following reasons: - 943 LSRs were properly excluded because the LSR was received in the previous reporting month - 412 LSRs were properly excluded as directory listings (BellSouth began reporting these in UNE Other (Non-Design) with September 2001 data) - 265 LSRs were properly excluded because they are LNP orders that appear in the appropriate BARNEY Miscellaneous Reports raw data file - 46 LSRs were properly excluded as coin (payphone) services - 78 LSRs were properly excluded because the product definition fields on the LSR could not be translated into any valid product category - 1 LSR was excluded due to a service rep error in recording the clarification date (invalid year) The remaining 4 LSRs were excluded from raw data because they had not yet been mapped to an SQM-defined product category: - 4 LSRs for Resale Centrex, which BellSouth will begin reporting in the Resale Centrex product category with June 2002 data The 5 improperly excluded LSRs that have not yet been addressed by BellSouth coding changes (4 Centrex and 1 rep error) represent 0.3% of the selected records.
Exc #144/ <0.5% MSS Impact **(PMR-4)**	**KPMG reported that BellSouth incorrectly excludes data between the BARNEY Snapshot and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the *Reject Interval* SQM reports for June 2001.** KPMG believes that BellSouth incorrectly excluded 1,630 non-mechanized transaction records between the BARNEY Snapshot (early stage data) and PMAP NODS V (raw data) stages of the metrics data flow. 1,610 of the 1,630 non-mechanized LSRs in question were excluded from BellSouth's raw data files for the following reasons: - 957 LSRs were properly excluded because they are LNP orders that appear in the appropriate BARNEY Miscellaneous Reports raw data file - 373 LSRs were properly excluded as directory listings (BellSouth began reporting these in UNE Other (Non-Design) with September 2001 data) - 204 LSRs were properly excluded as coin (payphone) services - 62 LSRs were properly excluded because the LSR was received in the previous reporting month (BST began including LSRs received in the previous reporting month and rejected/clarified in the current reporting month with August 2001 data) - 14 LSRs were properly excluded because the product definition fields on the LSR could not be translated into any valid product category 20 LSRs were excluded from raw data because they had not yet been mapped to an SQM-defined product category: - 20 LSRs for Resale Centrex or DID, which BellSouth will begin reporting in the appropriate product categories with June 2002 data The 20 improperly excluded LSRs that have not yet been addressed by BellSouth coding changes (Centrex or DID) represent 1.23% of the selected records. However, BellSouth has determined that the inclusion of the missing non-mechanized Resale Centrex LSRs in December 2001 and January 2002 data would have a minimal impact on the reported results and no equity impact on the results for these data months.
Exc #145/ <0.5% MSS Impact **(PMR-4)**	**KPMG reported that BellSouth incorrectly excludes data between BARNEY Snapshot and NODS stages of the PMAP process that go into the calculation of the non-mechanized orders for the *FOC Timeliness* SQM reports for June 2001.** KPMG believes that BellSouth incorrectly excluded 6,526 non-mechanized transaction records between the BARNEY Snapshot (early stage data) and PMAP NODS V (raw data) stages of the metrics data flow. Due to the large volume of LSRs identified, BellSouth selected the first 653 records in the data file provided by KPMG in order to identify the data exclusion criteria applied to each LSR.

Florida Third Party Test Metrics Exceptions

FL Exc #/ MSS Impact	Issue Description & BellSouth Comments
	619 of the 653 non-mechanized LSRs in question were excluded from BellSouth's raw data files for the following reasons: - 371 LSRs were properly excluded because they are LNP orders that appear in the appropriate BARNEY Miscellaneous Reports raw data file - 120 LSRs were properly excluded as directory listings (BellSouth began reporting these in UNE Other (Non-Design) with September 2001 data) - 81 LSRs were properly excluded because the FOC return timestamp was null (indicating that no FOC was, nor should have been, returned) - 22 LSRs were properly excluded as coin (payphone) services - 24 LSRs were properly excluded because the product definition fields on the LSR could not be translated into any valid product category - 1 LSR was excluded due to a service rep error in recording the FOC date 34 LSRs were excluded from raw data because they either had not yet been mapped to an SQM-defined product category or could not be accounted for using June business logic: - 30 LSRs with a null FOC return timestamp are counted via new business logic implemented with August 2001 data - 4 LSRs for Resale Centrex, which BellSouth will begin reporting in the appropriate product categories with June 2002 data The 5 improperly excluded LSRs that have not yet been addressed by BellSouth coding changes (4 Centrex and 1 rep error) represent 0.77% of the selected records. However, BellSouth has determined that the inclusion of the missing non-mechanized Resale Centrex LSRs in December 2001 and January 2002 data would have a minimal impact on the reported results and no equity impact on the results for these data months.
Exc #151/ <0.5% MSS Impact **(PMR-5)**	**KPMG Consulting reports that BellSouth cannot replicate the values in the *Provisioning: % Completions/Attempts without Notice or <24 Hours Notice* SQM report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the RDUM are insufficient for calculating the metrics values for this SQM.** This exception is the same as GA Exception 144.

Florida Third Party Test Metrics Exceptions

FL Exc #/ MSS Impact	Issue Description & BellSouth Comments
Exc #152/ No MSS Impact **(PMR-5)**	**KPMG cannot replicate the values in the *LNP - Percent Missed Installation Appointments* SQM report for the CLEC Aggregate for May 2001.** KPMG has identified that BellSouth does not provide sufficient RDUM instructions to replicate the reports for this metric. First, KPMG noted that BellSouth's RDUM did not provide sufficient instructions to distinguish between end user and total missed appointments. BellSouth modified the January 2002 RDUM v2.2.01 to add the appropriate replication steps. KPMG also noted that BellSouth produced SQM reports for two product categories (LNP and UNE Loop w/ LNP), whereas the Florida SQM listed only one level of disaggregation (LNP). Once BellSouth transitioned the results reports for this metric from Barney to PMAP with November 2001 data, the existing RDUM replication instructions for the non-LNP *Percent Missed Installation Appointments* SQM reports became applicable to the LNP report. In addition, BellSouth removed the extraneous "UNE Loop w/ LNP" report from the PMAP website, but has not yet rolled up the entire portfolio of LNP-based products into this report. BellSouth implemented a fix for this issue and KPMG is currently retesting this metric with February 2002 data. This product rollup issue is unique to the SQM reports as BellSouth reports fully disaggregated LNP-based product results in the MSS. These documentation and product rollup issues have no impact on the results reported via the MSS.
Exc #153/ No MSS Impact **(PMR-5)**	**KPMG reports that BellSouth cannot replicate the values in the *LNP – Total Service Order Cycle Time* SQM report for the CLEC Aggregate for May 2001. KPMG found that BellSouth's instructions in the RDUM are insufficient for calculating the metrics values for this SQM.** KPMG has identified four specific issues related to deficiencies in BellSouth's RDUM v2.1.06 replication instructions and the Florida SQM for this metric. First, KPMG noted that BellSouth's RDUM did not address the methodology by which a user should distinguish between mechanized, partially mechanized, and non-mechanized orders. BellSouth added the required work steps to the RDUM v2.1.08 for July data. Second, KPMG noted that BellSouth's exclusions related to Sunday and holiday hours were improperly documented in the RDUM. BellSouth removed these instructions from RDUM v 2.1.12 following the transition of the results reports for this metric from Barney to PMAP with November 2001 data. Third, KPMG noted inconsistencies between the interval buckets defined in the SQM and those applied to BellSouth's results reports. BellSouth submitted a red-lined SQM update to KPMG on December 13, 2001 to reflect the interval buckets as they appear on the SQM reports. Finally, KPMG noted that BellSouth's RDUM did not provide adequate instructions for calculating the average interval. Following the transition of the results reports from Barney to PMAP, BellSouth simply removed the original instructions specific to LNP-based products and pointed the user to the existing RDUM 2.2.01 calculation instructions for the other *Total Service Order Cycle Time* product categories. KPMG is currently retesting this metric with February 2002 data. These documentation issues have no impact on the results reported via the MSS.

Florida Third Party Test Metrics Exceptions

Exceptions Closed or in the Closure Process as of April 5, 2002

FL Exc #/ MSS Impact	Issue Description & BellSouth Comments
Exc #15/ No MSS Impact **(PMR-5)**	**KPMG cannot determine whether BellSouth is producing complete SQM reports, as ordered by the Florida Public Service Commission, for the Metrics Calculations Verification and Validation Review test due to conflicting information in the public order from the FPSC.** KPMG noted inconsistencies between the FPSC-approved levels of disaggregation and approved benchmarks for five SQM metrics (Ordering: FOC Timeliness, Ordering: LNP- FOC Interval Distribution and FOC Average Interval, Provisioning: LNP- Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution, Ordering: Reject Interval (Trunks), and Ordering: Reject Intervals (Non-Mech)). BellSouth agreed with the FPSC's recommendations and implemented the necessary changes to the time bucket designations for the various SQMs. A series of fixes went in to better align the bucket designations to the established benchmarks and to keep consistency across the levels of disaggregation, effective with July 2001 data. This allowed for the levels of disaggregation to include Partially-Mech, Non-Mech, and Trunks, in addition to the Fully-Mech reported intervals. Additionally, BellSouth submitted Version 3.00 SQM, which contained the proper time bucket designations compared to the ordered benchmarks for all SQMs and submitted a red-line SQM outlining its proposed changes for the Provisioning: LNP-Disconnect Timeliness SQM. KPMG reviewed both Version 3.0 SQM and BellSouth's redline SQM and successfully closed this exception. This documentation exception has no impact on the reported reports.
Exc #22/ No MSS Impact **(PMR-5)**	**KPMG cannot replicate the values in the *LNP Disconnect Timeliness Interval & Average Disconnect Timeliness Interval* SQM report for the CLEC Aggregate for May 2000.** KPMG identified three issues in this exception: 1) the inclusion of negative interval transactions, 2) an extraneous RDUM instruction, and 3) rounding errors in assigning transactions to the appropriate interval buckets. In response, BellSouth began excluding negative interval transactions with April 2001 data, corrected the computation instructions for the average interval with the December 2001 RDUM v.2.1.12, and resolved a minor rounding error associated with the average interval calculation (15 hrs: 12 min vs. 15 hrs: 13 min), also with December 2001 data. KPMG successfully retested this metric with December 2001 data and moved this exception into the closure process. BellSouth has asked the Commission not to rely on this measure in evaluating its 271 application since the results do not measure any meaningful aspect of BellSouth's performance in this area.
Exc #27/ <0.5% MSS Impact **(PMR-5)**	**KPMG cannot replicate the values in the *Provisioning Troubles w/in 30 Days* SQM report for the CLEC Aggregate for May 2000.** KPMG was unable to replicate the posted results for the BellSouth Retail Design analog. BellSouth identified a discrepancy of 13 trouble records (or 0.05% of total troubles) in September 2001 results and one trouble record (0.04% of total troubles) in October 2001 results. The discrepancy resulted from an incorrect date comparison as the work order completion date was used instead of the service order completion date. BellSouth corrected the code and computation instructions effective with November 2001 data and the December RDUM v.2.1.12. These issues had no impact on BellSouth's reported equity results for September and October 2001 data. KPMG successfully retested this metric with November 2001 data and this exception has been closed. This exception relates to GA exception 86.1, which was closed on January 9, 2002.
Exc #78/ No MSS Impact (PMR-3)	**KPMG has found that BellSouth's implemented Metrics change control process is inconsistent with its documented Metrics change control process.** KPMG found that BellSouth does not always practice some of the required steps described in the Metrics Change Control Process manual. KPMG also examined BellSouth's Team Connection database, and observed that several metrics status descriptions were recorded in the database, but were not documented in the change control documentation.

Florida Third Party Test Metrics Exceptions

FL Exc #/ MSS Impact	Issue Description & BellSouth Comments
	BellSouth updated the document, "Change Control Using Team Connection Implemented for PMAP, Version 1.1", on July 3, 2001. KPMG reviewed the updated documentation and successfully retested the TeamConnection change request status reports after determining that all required steps, as documented, were being followed in TeamConnection. KPMG has closed this exception and this change control process issue had no impact on the results reported via the MSS.
Exc #81/ No MSS Impact **(PMR- 2)**	**KPMG has found that BellSouth's stated Business Rules in the Florida Interim Performance Metrics SQM document for the *Notification of CLEC Interface Outages* SQM is ambiguous.** Specifically, KPMG believes that the following business rule is ambiguous as stated in the SQM: *"This measurement is designed to notify the CLEC of interface outages within 15 minutes of BellSouth's verification that an outage has taken place."* BellSouth provided KPMG with a red-lined SQM with additional language clarifying the nature and definition of BellSouth's verification process, as well as the "start" and "stop" timestamps for both the 15 minute notification interval and the 20 minute outage duration. KPMG reviewed the changes proposed for the SQM and closed this exception. This documentation issue had no impact on the results reported via the MSS.
Exc #115/ No MSS Impact **(PMR-5)**	**KPMG has found that BellSouth's implemented metrics exclusions for the *Loop Makeup Response Time – Manual* SQM report for May 2001 are inconsistent with documented metrics exclusions.** KPMG identified that while BellSouth appeared to exclude weekend days from its calculations, this exclusion was not properly documented in the June, 1, 2001Revised Florida SQM, version 3.00. BellSouth provided KPMG with a red-lined SQM on October, 19, 2001, reflecting the proper documentation for the weekend days exclusion. Following a review of this update, KPMG closed this exception. This documentation issue had no impact on the results reported via the MSS.
Exc #125/ <0.5% MSS Impact **(PMR-4)**	**KPMG reported that BellSouth incorrectly includes multiple instances of the same Service Order Number in NODS for the *Average Completion Notice Interval (ACNI)* SQM for June 2001.** This issue has the same allegations as GA Exception 147 (DE 188). KPMG identified that BellSouth incorrectly included multiple instances of the same service order number for 2,641 unique service orders and different notice intervals for 2,211 unique service order numbers in its raw data files. BellSouth corrected these problems for August 2001 data. However, these issues were reintroduced with November 2001 data (due to the implementation of additional ACNI coding changes) and KPMG identified multiple instances of the same service order number for 44,651 unique service orders and different notice intervals for 501 unique service order numbers with November 2001 data. BellSouth has again remedied the problem with the implementation of a fix for December 2001 data. KPMG successfully retested and closed this metric with December 2001 data. This issue has no material impact on the results reported via the MSS.
Exc #132/ No MSS Impact **(PMR-5)**	**KPMG cannot replicate the values in the *LNP - FOC Timeliness* SQM report for the CLEC Aggregate for July 2001.** KPMG has identified two issues in this exception: 1) an inadequate Barney-to-PMAP raw data transfer process, and 2) coding errors in defining the interval buckets. The first issue refers to the fact that the raw data and results reports for this metric are produced in Barney and uploaded to PMAP for delivery and presentation via the website. Although both of the Barney outputs were originally correct, a deficiency in the file transfer process caused the loss of some raw data records being uploaded to PMAP. BellSouth implemented a fix for this issue beginning with October 2001 data. This issue only impacted the raw data provided. The posted metric results were correct. For the second issue, KPMG could not match BellSouth's results for two interval buckets due to coding errors. BellSouth will implement a fix with February 2002 data to ensure that the appropriate data and results are reported in these interval buckets. These interval bucket coding issues have no impact on the results reported via the MSS and this exception

Florida Third Party Test Metrics Exceptions

FL Exc #/ MSS Impact	Issue Description & BellSouth Comments
	has been closed.
Exc #146/ <0.5% MSS Impact (FL Specific) **(PMR-5)**	**KPMG reports that BellSouth cannot replicate the values in the *Percent Repeat Troubles w/in 30 Days* SQM report for the CLEC Aggregate for August 2001.** During KPMG retesting with November 2001 data, BellSouth identified the inappropriate inclusion of test transactions in its result calculations. BellSouth implemented the fix to exclude test lines and troubles from the results calculations beginning with December 2001 data. BellSouth's impact analysis identified no test transactions present in October 2001 data and only 26 test transactions (or 0.004% of total troubles) present in November 2001 data. These test orders were a direct result of KPMG third party testing in Florida. BellSouth did not identify any test orders in the October through December results for Georgia or Louisiana. KPMG successfully replicated these reports with December 2001 data and closed this exception. This coding issue had no impact on the Georgia and Louisiana results reported via the MSS.
Exc #147/ <0.5% MSS Impact **(PMR-5)**	**KPMG reports that BellSouth cannot replicate the values in the *Maintenance Average Duration* SQM report for CLEC Aggregate for August 2001.** This exception is similar to Florida Exception 146 and the same issues apply for this metric. KPMG successfully replicated these reports with December 2001 data and closed this exception. This coding issue had no impact on the Georgia and Louisiana results reported via the MSS.
Exc #150/ No MSS Impact **(PMR-4)**	**KPMG reports that BellSouth incorrectly includes multiple instances of the same order in NODS for the *FOC Timeliness* SQM for September 2001.** BellSouth asserts that it does not incorrectly include records in the FOC Timeliness SQM report. Each submission of an LSR is represented by a unique rq_id (Request Id), which is a PMAP system generated field, in the NODS stage of the data. When producing the SQM report, PMAP counts only one instance of a unique rq_id to insure that each LSR submission is counted only once. In September 2001 data, the SQM report was correctly counting only one instance of an LSR submission. However, the September 2001 RDUM did not contain the proper instructions to count only one instance of an rq_id. This has been corrected with the January 2002 RDUM version 2.2.1 by inserting the appropriate instructions that would locate and remove any records that contain a duplicate rq_id, while keeping one record. This issue has no impact on the MSS results reported against the benchmark and has entered into the closure process.
Exc #154/ >0.5% MSS Impact in Florida Only <0.5% MSS Impact in Other States **(PMR-5)**	**KPMG reports that BellSouth cannot replicate the values in the *Coordinated Customer Conversions Interval* SQM report for the CLEC Aggregate for August 2001.** KPMG has identified three issues in this exception: 1) improper inclusion of pending and cancelled orders, 2) improper inclusion of test CLEC orders, and 3) incorrect documentation for interval buckets. Initially, KPMG could not replicate the BellSouth-reported results for Loop w/ LNP interval buckets and the sum total of all intervals (the denominator for the various interval buckets) due to a BellSouth coding error that included pending and cancelled orders in the results calculations. Only 5 pending/cancelled orders out of the 2624 Loop with LNP orders (0.19%) were improperly included in the October 2001 results. BellSouth implemented a coding fix to exclude these orders beginning with November 2001 data. Following the KPMG retest of November 2001 data, BellSouth discovered a coding error that improperly included test orders in the results calculations. BellSouth identified 15 such records included in Florida results calculations between November and December 2001. The inclusion of these 15 test transactions out of the 2685 orders in the December 2001 results calculations yielded an impact of 0.56%. The fix to exclude test orders from the results calculations was implemented with January 2002 data. These test orders were a direct result of KPMG third party testing in Florida. BellSouth did not identify any test orders in the October through December results for Georgia or Louisiana. KPMG also noted inconsistencies between the interval buckets defined in the SQM and those applied to BellSouth's results reports. BellSouth submitted a redlined SQM update to KPMG on December 13, 2001 to reflect the interval buckets as they appear on the SQM reports. The documentation issue had no impact on the results reported via the MSS, and the coding issues had no material impact on the results reported via the MSS. This exception has entered the closure process.

Florida Third Party Test Metrics Exceptions

[1]

[1] The closed exceptions in this exhibit only include those exceptions resulting from the tests of the version 3.00 SQM adopted June 1, 2001.

EXHIBIT NO. AJV-14

Interim SEEM Plan

BELLSOUTH®

Self-Effectuating Enforcement Mechanism Administrative Plan (SEEM)

Interim Tennessee Plan

Exhibit AJV-14

Version 2.1

Updated April 26, 2002

Revision History

Date	Version	Notes
01/30/02	Version 1.0	Conversion from Word to Frame using source document filed with MS PSC
03/04/02	Version 1.1	Added three levels of disaggregation for Service Order Accuracy to Tier 2 Measures, Appendix B.
03/06/02	Version 1.2	Modified disaggregation levels for SOA (Tier 2, Appendix B).
04/11/02	Version 2.0	Using Version 2.1 of the Georgia plan as a base, create a new Tennessee plan & add "Exhibit AJV-4" designation.
04/22/02	Version 2.1	Change references to public service commission to Tennessee regulatory authority.

Administrative Plan

Appendix A: Fee Schedule

Appendix B: SEEM Submetrics

Appendix C: Statistical Properties and Definitions

Appendix D: Statistical Formulas and Technical Description

Appendix E: BST SEEM Remedy Calculation Procedures

Appendix F: Index

Administrative Plan

1. Scope

1.1 This Administrative Plan ("Plan") includes Service Quality Measurements ("SQM") with corresponding Self Effectuating Enforcement Mechanisms ("SEEM") implemented by BellSouth pursuant to the Orders issued by the Georgia Public Service Commission (the "Commission") on January 12, 2001 and May 7, 2001, in Docket 7892-U.

1.2 All exhibits referred to in this plan are located on the BellSouth Performance Measurement Reports website at:

https://pmap.bellsouth.com

2. Reporting

2.1 In providing services pursuant to the Interconnection Agreements between BellSouth and each CLEC, BellSouth will report its performance to each CLEC in accordance with BellSouth's SQMs and applicable SEEMs, which are posted on the Performance Measurement Reports website.

2.2 BellSouth will make performance reports available to each CLEC on a monthly basis. The reports will contain information collected in each performance category and will be available to each CLEC via the Performance Measurements Reports website. BellSouth will also provide electronic access to the raw data underlying the SQMs.

2.3 Preliminary SQM reports will be posted on the Performance Measurements Reports website by 8:00 A.M. EST on the 21st day of each month or the first business day after the 21st for the previous month's performance. Final validated SQM reports will be posted by 8:00 A.M. EST on the last day of the month. SQM reports not posted by this time will be considered late for SEEM purposes.

2.4 Preliminary SEEM reports will be posted on the Performance Measurements Reports website by 8:00 A.M. EST on the last day of each month or the first business day after the last day of the month for the previous month's performance. Final validated SEEM reports will be posted on the 15th of the month, following the final validated SQM report.

2.5 BellSouth shall pay penalties to the Tennessee Regulatory Authority (the "TRA" or "Authority"), in the aggregate, for late or incomplete reports on the following progressive sliding scale:

1-7	days	$5,000
8-15	days	$10,000
16-30	days	$40,000
31 +	days	$5,000 per day

3. Review of Measurements

3.1 Beginning six months after implementation and annually thereafter BellSouth will review the SQMs and the SEEMS. All modifications to the SQMs will be approved by the Authority. Each CLEC may provide input regarding any suggested additions, deletions or other modifications to the SQMs or the SEEMS. BellSouth will provide notice of all changes to the SQMs via the Performance Measurement Reports website.

3.2 BellSouth acknowledges that the Authority reserves the right to modify the SQMs or the SEEMS plan at any time it deems necessary upon Authority order.

4. Enforcement Mechanisms

4.1 Definitions

4.1.1 *Enforcement Measurement Elements* – the performance measurements identified as SEEM measurements within the SQM.

4.1.2 *Enforcement Measurement Benchmark* – a competitive level of performance negotiated by BellSouth used to evaluate the performance of BellSouth and each CLEC where no analogous retail process, product or service is feasible.

4.1.3 *Enforcement Measurement Compliance* – comparing performance levels provided to BellSouth retail customers with performance levels provided by BellSouth to the CLEC customer.

4.1.4 *Test Statistic and Balancing Critical Value* – the means by which enforcement will be determined using statistically valid equations. The Test Statistic and Balancing Critical Value are set forth in Exhibit C located on the Performance Measurements Reports website, incorporated herein by this reference.

4.1.5 *Cell* – a grouping of transactions at which like-to-like comparisons are made. For example, all BellSouth retail POTS services, for residential customers, requiring a dispatch in a particular wire center, at a particular point in time will be compared directly to CLEC resold services for residential customers, requiring a dispatch, in the same wire center, at a particular point in time. When determining compliance, these cells can have a positive or negative Test Statistic. See Exhibit C located on the Performance Measurements Reports website, incorporated herein by this reference.

4.1.6 *Affected Volume* – that proportion of the total impacted CLEC volume or CLEC Aggregate volume for which remedies will be paid.

4.1.7 *Delta* – a measure of the meaningful difference between BellSouth performance and CLEC performance. For individual CLECs the Delta value shall be .50 and for the CLEC aggregate the Delta value shall be .35.

4.1.8 *Parity Gap* – refers to the incremental departure from a compliant-level of service. This is also referred to as "diff" in the Statistical paper located at Exhibit C located on the Performance Measurements Reports website, incorporated herein by this reference.

4.1.9 *Tier-1 Enforcement Mechanisms* – self-executing liquidated damages paid directly to each CLEC when BellSouth delivers non-compliant performance of any one of the Tier-1 Enforcement Measurement Elements for any month as calculated by BellSouth.

4.1.10 *Tier-2 Enforcement Mechanisms* – assessments paid directly to the Tennessee Regulatory Authority or its designee. Tier 2 Enforcement Mechanisms are triggered by three consecutive monthly failures in which BellSouth performance is out of compliance or does not meet the benchmarks for the aggregate of all CLEC data as calculated by BellSouth for a particular Tier-2 Enforcement Measurement Element.

4.1.11 *Tier-3 Enforcement Mechanisms* – the voluntary suspension of additional marketing and sales of long distance services triggered by excessive repeat failures of those specific submeasures as defined in Exhibit B located on the Performance Measurements Reports website, incorporated herein by this reference until BellSouth performance improves.

4.2 Application

4.2.1 The application of the Tier-1, Tier-2, and Tier-3 Enforcement Mechanisms does not foreclose other legal and regulatory claims and remedies available to each CLEC.

4.2.2 Payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be considered as an admission against interest or an admission of liability or culpability in any legal, regulatory or other proceeding relating to BellSouth's performance. The payment of any Tier-1 Enforcement Mechanisms to each CLEC shall be credited against any liability associated with or related to BellSouth's service performance.

4.2.3 It is not the intent of the Parties that BellSouth be liable for both Tier-2 Enforcement Mechanisms and any other assessments or sanctions imposed by the Authority. CLECs will not oppose any effort by BellSouth to set off Tier-2 Enforcement Mechanisms from any additional assessment imposed by the Authority.

4.2.4 The Enforcement Mechanisms contained in this Plan have been provided by BellSouth in order to maintain compliance between BellSouth and each CLEC. Therefore, CLECs may not use the existence of this section or any payments of any Tier-1 or Tier-2 Enforcement Mechanisms under this section as evidence that BellSouth has not complied with or has violated any state or federal law or regulation.

4.3 Methodology

4.3.1 Tier-1 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for each CLEC for the State of Tennessee for a given Enforcement Measurement Element in a given month. Enforcement Measurement Compliance is based upon a Test Statistic and Balancing Critical Value calculated by BellSouth utilizing BellSouth generated data. The method of calculation is set forth in Exhibit D located on the Performance Measurements Reports website, incorporated herein by this reference.

4.3.1.1 Tier-1 Enforcement Mechanisms apply on a per transaction basis for each negative cell and will escalate based upon the number of consecutive months that BellSouth has reported non-compliance.

4.3.1.2 The Fee Schedule for Tier-1 Enforcement Mechanisms is shown on the Performance Measurement Reports website in Table-1 of Exhibit A, incorporated herein by this reference. Failures beyond Month 6 will be subject to Month 6 fees.

4.3.2 Tier-2 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State for given Enforcement Measurement Elements for three consecutive months based upon a statistically valid equation calculated by BellSouth utilizing BellSouth generated data. The method of calculation is set forth in Exhibit D located on the Performance Measurements Reports website, incorporated herein by this reference.

4.3.2.1 Tier- 2 Enforcement Mechanisms apply, for an aggregate of all CLEC data generated by BellSouth, on a per transaction basis for each negative cell for a particular Enforcement Measurement Element.

4.3.2.2 The Fee Schedule for Total Quarterly Tier-2 Enforcement Mechanisms is shown on the Performance Measurement Reports website in Table-2 of Exhibit A, incorporated herein by this reference.

4.3.3 Tier-3 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State for given Enforcement Measurement Elements for three consecutive months. The method of calculation for specified submeasures is identical to the method of calculation for Tier-2 Enforcement Mechanisms as described above. The specific submeasures which are the mechanism for triggering and removing a Tier-3 Enforcement Mechanism are described in Exhibit B on the Performance Measurement Reports website, incorporated herein by this reference.

4.4 Payment of Tier-1 and Tier-2 Amounts

4.4.1 If BellSouth performance triggers an obligation to pay Tier-1 Enforcement Mechanisms to a CLEC or an obligation to remit Tier-2 Enforcement Mechanisms to the Authority or its designee, BellSouth shall make payment in the required amount on the day upon which the final validated SEEM reports are posted on the Performance Measurements Reports website as set forth in Section 2.4 above.

4.4.2 For each day after the due date that BellSouth fails to pay a CLEC the required amount, BellSouth will pay the CLEC 6% simple interest per annum.

4.4.3 For each day after the due date that BellSouth fails to pay the Tier-2 Enforcement Mechanisms, BellSouth will pay the Authority an additional $1,000 per day.

4.4.4 If a CLEC disputes the amount paid to for Tier-1 Enforcement Mechanisms, the CLEC shall submit a written claim to BellSouth within sixty (60) days after the date of the performance measurement report for which the obligation arose. BellSouth shall investigate all claims and provide the CLEC written findings within thirty (30) days after receipt of the claim. If BellSouth determines the CLEC is owed additional amounts, BellSouth shall pay the CLEC such additional amounts within thirty (30) days after its findings along with 6% simple interest per annum.

4.4.5 BellSouth may set off any SEEMS payment to a CLEC against undisputed amounts owed by a CLEC to BellSouth pursuant to the Interconnection Agreement between the parties which have not been paid to BellSouth within ninety (90) days past the Bill Due Date as set forth in the Billing Attachment of the Interconnection Agreement.

4.4.6 At the end of each calendar year, BellSouth will have its independent auditing and accounting firm certify that the results of all Tier-1 and Tier-2 Enforcement Mechanisms were paid and accounted for in accordance with Generally Accepted Account Principles (GAAP).

4.5 Limitations of Liability

4.5.1 BellSouth will not be responsible for CLEC acts or omissions that cause performance measures to be missed or fail, including but not limited to accumulation and submission of orders at unreasonable quantities or times or failure to submit accurate orders or inquiries. BellSouth shall provide each CLEC with reasonable notice of such acts or omissions and provide each CLEC any such supporting documentation.

4.5.2 BellSouth shall not be obligated for Tier-1, Tier-2 or Tier 3 Enforcement Mechanisms for non-compliance with a performance measure if such non-compliance was the result of an act or omission by a CLEC that is in bad faith.

4.5.3 BellSouth shall not be obligated to pay Tier-1 Enforcement Mechanisms or Tier-2 Enforcement Mechanism for non-compliance with a performance measurement if such non-compliance was the result of any of the following: a Force Majeure event as set forth in the General Terms and Conditions of the Interconnection Agreement between BellSouth and each CLEC; an act or omission by a CLEC that is contrary to any of its obligations under its Interconnection Agreement with BellSouth; an act or omission by a CLEC that is contrary to any of its obligations under the Act, Authority rule, or state law; an act or omission associated with third-party systems or equipment.

4.6 Enforcement Mechanism Cap

4.6.1 BellSouth's total liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms shall be collectively capped at 44% of net revenue per year for the state of Tennessee.

4.6.2 If projected payments exceed the state cap, a proportional payment will be made to the respective parties.

4.6.3 If BellSouth's payment of Tier-1 and Tier-2 Enforcement Mechanisms would have exceeded the cap referenced in this plan, a CLEC may commence a proceeding with the Authority to demonstrate why BellSouth should pay any amount in excess of the cap.

4.6.4 Each CLEC shall have the burden of proof to demonstrate why, under the circumstances, BellSouth should have additional liability.

4.7 Audits

4.7.1 All auditing provisions of the Interconnection Agreement between BellSouth and each CLEC shall remain in full force and effect.

4.7.2 If requested by the Authority or a CLEC invoking its contractual audit rights, BellSouth will undergo a comprehensive audit of the aggregate level reports for BellSouth and the CLECs for each of the next five (5) years, to be conducted by an independent third party. The results of the audit will be made available to all parties subject to a confidentiality agreement. An aggregate level audit includes the following:

1. Costs of all audits shall be borne 50% by BellSouth and 50% by a CLEC or CLECs;
2. The independent third party auditor shall be selected by mutual agreement of BellSouth and the Authority with input from the CLEC or CLECs;
3. BellSouth, the Authority and the CLEC or CLECs shall determine the scope of the audit.

4.8 Dispute Resolution

4.8.1 Notwithstanding any other provision of the Interconnection Agreement between BellSouth and each CLEC, any dispute regarding BellSouth's performance or obligations pursuant to this Plan shall be resolved by the Authority.

Appendix A: Fee Schedule

1. Table-1: Liquidated Damages For Tier-1 Measures (Per Affected Item)

Performance Measurement	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Pre-Ordering	$20	$30	$40	$50	$60	$70
Ordering	$40	$50	$60	$70	$80	$90
Provisioning	$100	$125	$175	$250	$325	$500
Provisioning UNE (Coordinated Customer Conversions)	$400	$450	$500	$550	$650	$800
Maintenance and Repair	$100	$125	$175	$250	$325	$500
Maintenance and Repair UNE	$400	$450	$500	$550	$650	$800
LNP	$150	$250	$500	$600	$700	$800
Billing	$1.00	$1.00	$1.00	$1.00	$1.00	$1.00
IC Trunks	$100	$125	$175	$250	$325	$500
Collocation	$5,000	$5,000	$5,000	$5,000	$5,000	$5,000

2. Table-2: Remedy Payments For Tier-2 Measures

Performance Measurement	Per Affected Item
OSS/Pre-Ordering	$20
Ordering	$60
Provisioning	$300
Provisioning-UNE (Coordinated Customer Conversions)	$875
Maintenance and Repair	$300
Maintenance and Repair-UNE	$875
Billing	$1.00
LNP	$500
IC Trunks	$500
Collocation	$15,000
Change Management	$1,000
Service Order Accuracy	$50