

Appendix F

Summary of Final Report Updates

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Summary of Final Report Updates

Section/Section Title	Section Reference	Summary of Updates
Global	All Sections	<ul style="list-style-type: none"> ◆ “Draft” removed from all pages. ◆ Date changed to July 30, 2002. ◆ Corrected spelling, verb tense and punctuation throughout document as required. ◆ Combined separate reports into continuous document and repaginated and footnoted as appropriate.
	All Reports / Section 4.1 Results Summary / Exception and Observation Count table	<ul style="list-style-type: none"> ◆ Updated exception and observation counts as required.
	All Reports / Section 6.1 Summary of Findings	<ul style="list-style-type: none"> ◆ Removed Testing in Progress and updated Satisfied and Not Satisfied results as appropriate.
I. Document Control	A / Distribution	<ul style="list-style-type: none"> ◆ Updated Table 1-1 to reflect sent date of July 30, 2002. ◆ Updated Table 1-2 to reflect July 30, 2002. ◆ Updated Table 1-3 to include Version 2.0 date of July 30, 2002.
II. Executive Summary	A / Section 5.3 Military-style Test Philosophy	<ul style="list-style-type: none"> ◆ Updated the number of exceptions and observations issued and number remaining open in the 3rd paragraph.
	B / High Level Test Results / 1.1, 2.0 through 6.0	<ul style="list-style-type: none"> ◆ Updated the number of satisfied or not satisfied evaluation criteria and the areas that are not satisfied.
	B / High Level Test Results / 7.0 Performance Metrics Reporting	<ul style="list-style-type: none"> ◆ Updated to reflect an addendum will be issued when testing completes.
III. Relationship Management Infrastructure	PPR1 / Section 2.1 Business Process Description / BellSouth Initiated Changes (Type 4)	<ul style="list-style-type: none"> ◆ In the 2nd sentence, corrected superscript “1” to “3”.
	PPR1 / Section 2.1 Business Process Description / Release Management	<ul style="list-style-type: none"> ◆ In the 3rd paragraph changed “BTSI” to “BTG”.
	PPR1 / Section 4.1 Results Summary / Table 1-2 / PPR1-1, PPR1-2	<ul style="list-style-type: none"> ◆ Updated comments to reflect closure of Exception 123.
	PPR1 / Section 4.1 Results Summary / Table 1-2 / PPR1-6	<ul style="list-style-type: none"> ◆ Updated result from “Not Satisfied” to “Satisfied”. ◆ Updated 11th paragraph to describe retest activities and closure of Exception 123. ◆ In 11th paragraph inserted “Version 3.1”.

Section/Section Title	Section Reference	Summary of Updates
	PPR2 / Section 4.1 Results Summary / Table 2-2 / PPR2-1 through PPR2-15	<ul style="list-style-type: none"> ◆ Deleted footnotes 6 – 9, 11 – 13, 15 – 18, and 20 – 22 that appeared in the June 21, 2002 Draft Final Report and inserted appropriate document version reference to the comments text.
	PPR2 / Section 4.1 Results Summary / Table 2-2 / PPR2-1, PPR2-3	<ul style="list-style-type: none"> ◆ Deleted footnotes 15 through 22 that appeared in the June 21, 2002 Draft Final Report and inserted the appropriate document version number or date into the Comment text.
	PPR2 / Section 4.1 Results Summary / Table 2-2 / PPR2-1	<ul style="list-style-type: none"> ◆ Added “and found that the BellSouth Account Management responsibilities were documented and in place” at the end of the last paragraph.
	PPR2 / Section 4.1 Results Summary / Table 2-2 / PPR2-2	<ul style="list-style-type: none"> ◆ Added “and found that the BellSouth Account Management staff was organized to provide account coverage” at the end of the last paragraph.
	PPR2 / Section 4.1 Results Summary / Table 2-2 / PPR2-5	<ul style="list-style-type: none"> ◆ Added the following as the last paragraph: “As a result, KPMG Consulting found that BellSouth had defined procedures for managing and resolving customer inquiries”.
	PPR2 / Section 4.1 Results Summary / Table 2-2 / PPR2-10	<ul style="list-style-type: none"> ◆ In the 2nd paragraph inserted “BellSouth” and “Version 1.5” in the 1st sentence.
	PPR3 / Section 2.1 / Business Process Description	<ul style="list-style-type: none"> ◆ In the 1st sentence of the 2nd paragraph, inserted “/CLEC Care Team”. ◆ In the last paragraph, added “on the BellSouth website” in the first sentence.
	PPR3 / Section 4.1 Results Summary / Table 3-1 / PPR3-1, PPR3-2, PPR3-5, PPR3-6	<ul style="list-style-type: none"> ◆ Deleted footnote 30 and all instances of footnote 4 that appeared in the June 21, 2002 Draft Final Report. Inserted “Version 2.5” into the comment text.
	PPR3 / Section 4.1 Results Summary / Table 3-1 / PPR3-4.	<ul style="list-style-type: none"> ◆ Deleted footnote 31 that appeared in the June 21, 2002 Draft Final Report and inserted “Version 8” into comment text.
	PPR3 / Section 4.1 Results Summary / Table 3-1 / PPR3-10.	<ul style="list-style-type: none"> ◆ Repositioned the last paragraph from June 21, 2002 Draft Final Report to 3rd paragraph.

Section/Section Title	Section Reference	Summary of Updates
	PPR3 / Section 4.1 Results Summary / Table 3-1 / PPR3-11.	<ul style="list-style-type: none"> ◆ Consolidated language from last paragraph of the June 21, 2002 Draft Final Report into 2nd paragraph. Moved “and reviewed reports for EC Support Group personnel and support systems” into 1st sentence of 2nd paragraph.
	PPR4 / Section 2.1 Business Process Description	<ul style="list-style-type: none"> ◆ In the 2nd paragraph, inserted “training” into i) and ii) of the 3rd sentence.
	PPR4 / Section 4.1 Results Summary / Table 4-2 / PPR4-3	<ul style="list-style-type: none"> ◆ Deleted “additional” in the last bullet point of the 2nd paragraph. ◆ In the 1st sentence of the 3rd paragraph, added “that the essential elements of the training process are documented and in place.”
	PPR4 / Section 4.1 Results Summary / Table 4-2 / PPR4-8	<ul style="list-style-type: none"> ◆ Deleted “additional” from the Evaluation Criterion and from the 1st and 2nd paragraphs of the Comments text. ◆ Inserted “or removed” in the 2nd paragraph.
	PPR4 / Section 5.1 Overview	<ul style="list-style-type: none"> ◆ Deleted “to evaluate” in the 1st sentence of the 2nd paragraph. ◆ Separated the 3rd sentence of the 2nd paragraph into two sentences.
	PPR5 / Section 4.1 Results Summary / Table 4-2 / PPR5-1 through PPR5-5, PPR5-8, PPR5-9, PPR5-12, PPR5-13, and PPR5-19 through PPR5-22	<ul style="list-style-type: none"> ◆ Deleted footnotes 34, 35, 37 through 40, 42 through 67, and 69 through 74 that appeared in the June 21, 2002 Draft Final Report. Inserted appropriate version number and/or document date into Comment text.
IV. Pre-Order/Order	PPR7 / Section 3.3 Data Sources	<ul style="list-style-type: none"> ◆ Corrected acronym in 1st sentence to read “CDIA”.
	PPR7/Section 4.1 Results Summary / Table 7-2 / 7-4	<ul style="list-style-type: none"> ◆ Added 5th paragraph “KPMG Consulting observed personnel in BellSouth’s centers follow the procedures for addressing errors and determined that they were consistent with documented procedures.”
	PPR7 / Section 4.1 Results Summary / Table 7-2 / 7-11	<ul style="list-style-type: none"> ◆ Added language in 3rd paragraph, 4th sentence to clarify exception closure.
	PPR8 / Section 4.1 Results Summary / Table 8-4 / 8-2	<ul style="list-style-type: none"> ◆ Added 8th paragraph “KPMG Consulting conducted observations at BellSouth’s work centers and observed the processes and procedures being followed consistent

Section/Section Title	Section Reference	Summary of Updates
		with the documented procedures.”
	PPR8 / Section 4.1 Results Summary / Table 8-4 / 8-4	<ul style="list-style-type: none"> ◆ Added 5th paragraph “KPMG Consulting observed that BellSouth uses internal speed of answer objectives and monitors these objectives through the use of ACD logs. During visits at the Fleming Island LCSC, KPMG Consulting obtained and reviewed copies of the ACD logs and confirmed that BellSouth was meeting the stated objectives.”
	TVV1 / Section 1.0 Description	<ul style="list-style-type: none"> ◆ Removed “that required specific collocation arrangements” from end of 3rd paragraph.
	TVV1 / Section 2.2 Pre-Order and Order Process Description	<ul style="list-style-type: none"> ◆ Removed “all applicable business rules” from middle of first sentence in 2nd paragraph and replaced language with “the BellSouth Business Rules for Local Ordering (BBR-LO)”. ◆ Removed footnote 39 that appeared in June 21, 2002 Draft Final Report and moved content into 2nd paragraph.
	TVV1 / Section 3.1 Scenarios	<ul style="list-style-type: none"> ◆ Removed redundant footnotes 53 and 55 from Table 1-5 that appeared in June 21, 2002 Draft Final Report. ◆ Removed word “Combinations” from Table 1-5 last activity Convert from Resale to UNE-P.
	TVV1 / Section 3.1 Scenarios / Table 1-4	<ul style="list-style-type: none"> ◆ Replaced LNP with “Local Number Portability” and removed associated footnote 45 which appeared in June 21, 2002 Draft Final Report. ◆ Removed redundant footnote 46 that appeared in June 21, 2002 Draft Final Report.
	TVV1 / Section 4.1 Results Summary	<ul style="list-style-type: none"> ◆ Added 2nd paragraph “In some instances, KPMG Consulting applied a benchmark to pre-order timeliness evaluation criteria of 10 seconds. Where this benchmark has been applied is identified in the comments section of Table 1-7.”
	TVV1 / Section 4.1 Results Summary / Table 1-7	<ul style="list-style-type: none"> ◆ Removed wording “A sample of” in the Comments section for all applicable criteria.

Section/Section Title	Section Reference	Summary of Updates
		<ul style="list-style-type: none"> ◆ Removed PM and FM notations from all applicable footnotes associated with Evaluation Criteria. ◆ Removed last sentence from footnote 85.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-1-2, TVV1-1-3 and TVV1-1-4	◆ Change implementation date from July 13, 2002 to August 25, 2002 in 1 st bullet regarding Exception 16. Date change is associated with implementation of release 10.6.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-1-3	◆ Added word “order” in 3 rd bullet, 2 nd sentence after Conversion.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-3-1, TVV1-3-4, TVV1-3-5, TVV1-3-6, TVV1-3-7, TVV1-3-9, TVV1-3-10, TVV1-3-11, TVV1-3-12, TVV1-3-17 and TVV1-3-18	◆ Updated results in Comments section to reflect final results from 2 nd manual and 3 rd mechanized retest.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-3-2, TVV1-3-3, TVV1-3-4, TVV1-3-6, TVV1-3-7, TVV1-3-8, TVV1-3-9, TVV1-3-10 and TVV1-3-12	◆ Changed footnote numbers 76, 82, 86, 94, 95, 102, 108, 115, 119, and 131 from June 21, 2002 Draft Final Report to symbol “◆” in order to consolidate like criteria. Wording for consolidated footnote is as follows: “When a test result indicates system and/or representative performance issues for a specific evaluation criterion, KPMG Consulting methodology is to conduct a retest of all related criteria, report the results and issue Observations and/or Exceptions.”
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-2-2	◆ Added total sample size of 54 in the 6th paragraph discussing Exception 165.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-3-2	<ul style="list-style-type: none"> ◆ Removed footnote 71 that appeared in June 21, 2002 Draft Final Report that provided redundant information. ◆ Broke out 7th paragraph 1st bullet– 97.73% of FM REJs were received in less than one hour. Began new paragraph before “Due to system performance...”
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-3-4	◆ Removed footnote 84 that appeared in the June 21, 2002 Draft Final Report that provided redundant information.

Section/Section Title	Section Reference	Summary of Updates
		<ul style="list-style-type: none"> ◆ Removed footnotes 87 and 88 that appeared in June 21, 2002 Draft Final Report as data was provided by BellSouth.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-3-5	<ul style="list-style-type: none"> ◆ Removed footnote 93 that appeared in June 21, 2002 Draft Final Report as data was provided by BellSouth.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-3-6	<ul style="list-style-type: none"> ◆ Removed footnote 96 that appeared in June 21, 2002 Draft Final Report as data was provided by BellSouth. ◆ Removed language “as well as all subsequent downstream (listing and billing) provisioning activities” from 6th paragraph.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-3-7	<ul style="list-style-type: none"> ◆ Removed redundant footnote 101 that appeared in June 21, 2002 Draft Final Report.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-3-8	<ul style="list-style-type: none"> ◆ Removed redundant footnote 109 that appeared in June 21, 2002 Draft Final Report. ◆ Removed wording “and 2 FM REJs that did not have FT indicators” from footnote 118.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-3-9	<ul style="list-style-type: none"> ◆ Changed number from 33 to 34 of PM REJs in footnote 123.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-3-10	<ul style="list-style-type: none"> ◆ Removed redundant footnote 120 that appeared in June 21, 2002 Draft Final Report. ◆ Removed wording “and 30 FM FOCs that did not have FT indicators” from footnote 126.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-3-11	<ul style="list-style-type: none"> ◆ Removed wording “and 30 PM FOCs that did not have FT indicators” from footnote 132.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-3-12	<ul style="list-style-type: none"> ◆ Removed redundant footnote 130 that appeared in June 21, 2002 Draft Final Report.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / Accuracy of Pre-Order Response – Functional Evaluation	<ul style="list-style-type: none"> ◆ Removed last sentence “The contents of the response files were validated for accuracy on a sample basis” from footnote 152.
	TVV1 / Section 4.1 Results Summary / Table 1-7 / TVV1-9-1	<ul style="list-style-type: none"> ◆ Added footnote “LENS pre-order timeliness was not included in these results. Timestamps for pre-order response in LENSs were integrated with orders.” after 1st paragraph.

Section/Section Title	Section Reference	Summary of Updates
	TVV1 / Section 4.1 Results Summary / Table 1-7 / 1-9-7	<ul style="list-style-type: none"> ◆ Added wording “KPMG Consulting applied a response timeliness benchmark of 10 seconds based on its professional judgment” to end of 2nd paragraph.
	TVV1 / Section 4.1 Results Summary Table 1-7 / TVV 1-9-8.	<ul style="list-style-type: none"> ◆ Changed language in 1st sentence of footnote 157 to read “KPMG Consulting was unable to obtain internal BellSouth service inquiry timestamps via email or fax.”
	TVV1 / Section 4.2 Additional Data Tables / 1-10, 1-19, 1-22, 1-25, 1-28, 1-31, 1-37, 1-40, 1-43, 1-46, 1-49, 1-61 and 1-63	<ul style="list-style-type: none"> ◆ Updated results in tables to reflect final results from 2nd manual and 3rd mechanized retest.
	TVV2 / Section 2.2 Pre-Order and Order Process Description	<ul style="list-style-type: none"> ◆ Removed footnote 163 that appeared in June 21, 2002 Draft Final Report that provided redundant information. ◆ Removed “all applicable business rules” from middle of first sentence in 2nd paragraph and replaced language with “ the BBR-LO”. ◆ Removed footnote 165 which appeared in June 21, 2002 Draft Final Report and moved content into 2nd paragraph.
	TVV2 / Section 3.1 Scenarios	<ul style="list-style-type: none"> ◆ Removed wording “during volume conditions” from the 1st sentence and added the sentence “Scenarios were chosen from the following tables for volume pre-order and order submission” to the 1st paragraph.
	TVV2 / Section 3.1 Scenarios / Table 2-3	<ul style="list-style-type: none"> ◆ Removed redundant footnote 174 that appeared in June 21, 2002 Draft Final Report. ◆ Replaced LNP with Local Number Portability and removed associated footnote 173 that appeared in June 21, 2002 Draft Final Report.
	TVV2 / Section 3.1 Scenarios / Table 2-4	<ul style="list-style-type: none"> ◆ Removed redundant footnotes 181 and 183 that appeared in June 21, 2002 Draft Final Report. ◆ Removed wording “(Residential)” from footnote 180. ◆ Removed word “Combinations” from last activity Convert from Resale to UNE-P.

Section/Section Title	Section Reference	Summary of Updates
	TVV2 / Section 3.5.1 Volume Performance Tests	<ul style="list-style-type: none"> ◆ Inserted “The following tables provide information regarding the volume test schedule” after the sixth bullet followed by new tables 2-6 and 2-7. Renumbered all subsequent tables.
	TVV2 / Section 4.1 Results Summary	<ul style="list-style-type: none"> ◆ Updated table number references from “2-6” to “2-8” and from “2-7” to “2-9” in the 1st paragraph. ◆ Inserted second paragraph “In some instances, KPMG Consulting applied a benchmark to pre-order timeliness evaluation criteria of 10 seconds. Where this benchmark has been applied is identified in the comments section of Table 2-9.”
	TVV2 / Section 4.1 Results Summary / Table 2-8	<ul style="list-style-type: none"> ◆ Updated exceptions column with updated count.
	TVV2 / Section 4.1 Results Summary / Table 2-9	<ul style="list-style-type: none"> ◆ Removed wording “Although this criterion showed a satisfactory result during day one(two) normal (stress, peak, manual) volume testing,” in the Comments section for all applicable criteria. ◆ Updated table number references in the Comments section for all applicable criteria. ◆ Removed sentence “A full retest was required to accurately test BellSouth systems on expected future volume transactions” in the Comments section for all applicable criteria. ◆ Removed sentences “BellSouth’s response disagreed with the Exception 108 measurement results. Upon further review of the timestamps captured during normal volume testing on August 16, 2001, KPMG Consulting found that the timestamps used in Exception 108 were incorrect” in the Comments section for all applicable criteria.
	TVV2 / Section 4.1 Results Summary / Table 2-9 / TVV2-1-2	<ul style="list-style-type: none"> ◆ Removed wording “and representatives” from 1st paragraph.
	TVV2 / Section 4.1 Results Summary / Table 2-9 / TVV2-3-1 through TVV2-3-6, TVV2-3-9 through TVV2-3-14	<ul style="list-style-type: none"> ◆ Inserted sentence “KPMG Consulting applied a response timeliness benchmark of 10 seconds based on its professional judgment” in the 2nd paragraph.

Section/Section Title	Section Reference	Summary of Updates
		<ul style="list-style-type: none"> ◆ Removed footnotes regarding 196, 200, 204, 205, 207, 211, 219, 223, 228, 229, 231, and 235 that appeared in June 21, 2002 Draft Final Report regarding 10 second language.
	TVV2 / Section 4.1 Results Summary / Table 2-9 / TVV2-3-2, TVV2-3-3, TVV2-3-4, TVV2-3-6	<ul style="list-style-type: none"> ◆ Inserted sentence “Exception 108 was withdrawn due to KPMG Consulting timestamp errors” to the end of the 3rd paragraph.
	TVV2 / Section 4.1 Results Summary / Table 2-9 / TVV2-3-1	<ul style="list-style-type: none"> ◆ Removed redundant footnotes 198 and 199 that appeared in June 21, 2002 Draft Final Report.
	TVV2 / Section 4.1 Results Summary / Table 2-9 / TVV2-3-2	<ul style="list-style-type: none"> ◆ Removed redundant footnote 203 that appeared in June 21, 2002 Draft Final Report.
	TVV2 / Section 4.1 Results Summary / Table 2-9 / TVV2-3-5	<ul style="list-style-type: none"> ◆ Removed redundant footnote 210 that appeared in June 21, 2002 Draft Final Report.
	TVV3 / Section 3.1 Scenarios / Table 3-2	<ul style="list-style-type: none"> ◆ Removed redundant footnote 281 that appeared in June 21, 2002 Draft Final Report.
	TVV3 / Section 3.1 Scenarios / Table 3-3	<ul style="list-style-type: none"> ◆ Removed redundant footnote 286 that appeared in June 21, 2002 Draft Final Report.
	TVV3 / Section 3.4 Data Generations/Volumes	<ul style="list-style-type: none"> ◆ Replaced word “unique” with “distinct” to clarify that use of PONS in 2nd bullet.
	TVV3 / Section 4.1 Results Summary / Table 3-5 / TVV3-1	<ul style="list-style-type: none"> ◆ Removed footnote 293 that appeared in the June 21, 2002 Draft Final Report. Footnote was redundant with text. ◆ Replaced “94.13%” with “94.34%” in the 9th paragraph.
	TVV3 / Section 4.1 Results Summary / Table 3-5 / TVV3-2	<ul style="list-style-type: none"> ◆ Removed footnote 295 that appeared in the June 21, 2002 Draft Final Report. Footnote was redundant with text.
	TVV3 / Section 4.1 Results Summary / Table 3-5 / TVV3-3	<ul style="list-style-type: none"> ◆ Removed footnote 297 that appeared in the June 21, 2002 Draft Final Report. Footnote was redundant with text. ◆ Replaced “residential” with “resale” in the 2nd paragraph.
	TVV3 / Section 4.1 Results Summary / Table 3-5 / TVV3-4	<ul style="list-style-type: none"> ◆ Removed footnote 299 that appeared in the June 21, 2002 Draft Final Report. Footnote was redundant with text.

Section/Section Title	Section Reference	Summary of Updates
V. Provisioning	PPR6 / Section 1.0 Description	◆ Removed the word “UNE” from the 1 st sentence of the 2 nd paragraph.
	PPR6 / Section 2.1.2 Collocation	◆ Added the words “or near” to the definition of physical collocation in 3 rd paragraph to account for the adjacent collocation arrangements.
	PPR6 / Section 4.1 Results Summary / Table 6-2	◆ Removed titles of documents from all footnotes which were redundant with language in Comments.
	PPR6 / Section 4.1 Results Summary / Table 6-2 / PPR6-4	◆ Last sentence inserted “can” so that sentence reads: “Communication can occur....”
	PPR9 / Section 2.1.1 Designed Circuits	◆ Added “such as SL2 loops” to 1 st sentence. Additionally, replaced “SL2 circuits” with “designed circuits”.
	PPR9 / Figure 9-2	◆ Changed “WORD.doc to WORD” on diagram.
	PPR9 / Section 4.1 Results Summary / Table 9-2 / PPR9-1	◆ Last sentence in last paragraph added “BellSouth” before “Retail Business Office”.
	PPR9 / Section 4.1 Results Summary / Table 9-2 / PPR9-21	◆ Deleted the word “centers” from the 1 st sentence.
	PPR9 / Section 4.1 Results Summary / Table 9-2 / PPR9-23	◆ Changed “process” to “processes”.
	PPR9 / Section 4.1 Results Summary / Table 9-2 / PPR9-37	◆ Last paragraph, replaced “facilities” with “inventory” centers.
	PPR9 / Section 4.1 Results Summary / Table 9-2 / PPR9-39	◆ Change the performance metric from P-9 to P-7 to correct error in the draft.
	PPR9 / Section 4.1 Results Summary / Table 9-2 / PPR9-46	◆ Added the word “office” to the evaluation criteria.
	PPR9 / Section 4.1 Results Summary / Table 9-2 / PPR9-46 through PPR9-49	◆ Corrected “did not have” to “has” in 1 st paragraph of comments. Rewrote 1 st and 2 nd paragraphs.
	PPR9 / Section 4.1 Results Summary / Table 9-2 / PPR9-48	◆ Changed “office equipment” to “personnel” in 2 nd paragraph of comments.
PPR9 / Section 4.1 Results Summary / Table 9-2 / PPR9-50	◆ Added 2 nd sentence “Due to lack of commercial activity on the line splitting product, KPMG Consulting was unable to determine whether there was adherence to these M&Ps by BellSouth.”	

Section/Section Title	Section Reference	Summary of Updates
	PPR9 / Section 4.1 Results Summary / Table 9-2 / PPR9 /Section 5.0 Parity Evaluation	<ul style="list-style-type: none"> ◆ Added “retail” after BellSouth.
	TVV4 / Section 1.0 Description	<ul style="list-style-type: none"> ◆ Changed “Firm Order Committed” to “Firm Order Confirmation” in 1st paragraph.
	TVV4 / Section 2.1 Business Process Description	<ul style="list-style-type: none"> ◆ Added “and releases the NPAC subscriber record” to 4th bullet. Defined “NPAC” earlier in the paragraph. ◆ Added “DS3” circuits and removed “HDSL” and “EEL” from 5th bullet.
	TVV4 / Section 3.1 Scenarios	<ul style="list-style-type: none"> ◆ Added “trunks” to PBX in switch translations bullet. ◆ Added “loop” to DS1 and added DS1 & DS3 to IOF High Capacity bullet. ◆ Removed “Private Line” and “Centrex” from the switch translations bullet.
	TVV4 / Section 3.5 Evaluation and Analysis	<ul style="list-style-type: none"> ◆ Removed “DS0” from 8th bullet “loop migrations”. ◆ Clarified the evaluation method for disconnect orders.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-1	<ul style="list-style-type: none"> ◆ Replaced “conducted a retest” with “continued testing” in the 5th paragraph and modified language in subsequent paragraphs.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-3	<ul style="list-style-type: none"> ◆ Revised Comments language in 5th and 6th paragraphs. Removed language in 5th paragraph “KPMG Consulting updated Exception 84 to detail the discrepancy. This discrepancy involved restoring the service of a suspended customer. The hunting feature was not testing” Removed 6th paragraph and replaced with “KPMG Consulting continued retesting to determine whether the hunting feature fix was implemented successfully. KPMG Consulting reviewed 134 switch translations from April – May 2002. BellSouth provisioned 120 (90%) switch translations accurately”. ◆ Added “2001” after “April” in 3rd paragraph.

Section/Section Title	Section Reference	Summary of Updates
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-4	◆ Removed the specific “April 19” date and replaced with “April, 2002”.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-5	◆ Replaced “circuit” with “loop” in the evaluation criteria. Updated results from “Testing in Progress” to “Satisfied”. Modified Comments to reflect updated information.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-6	◆ Removed “circuit” from evaluation criteria. Updated results from “Testing in Progress” to “Satisfied”. Modified Comments to reflect updated information.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-7 through TVV4-10	◆ Changed results from “Testing in Progress” to “Satisfied”. Modified Comments to reflect updated information.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-16 and TVV4-20	◆ Removed “parity” and replaced with “benchmark” in the evaluation criteria and 1 st paragraph in Comments.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-18	◆ Changed “This metric” to “The P-2 metric” in 2 nd paragraph.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-22	◆ Replaced “de-provisioned” with “disconnect” and revised the Comments section.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-23	◆ Added testing dates in Comments.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-25	◆ Corrected dates of original test and retest.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-27	◆ Revised the Comments section and added test dates.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-28	◆ Added testing dates and changed “CRS” to “CSR”.
	TVV4 / Section 4.1 Results Summary / Table 4-2 / TVV4-39	◆ Changed result from “Testing in Progress” to “Satisfied”. Modified Comments section to reflect updated testing results.
VI. Maintenance and Repair	PPR14 / Section 2.1 2 / M&R End-to-End Business Process Description – Retail	◆ In the 2 nd paragraph, added “For wholesale POTS service,” to beginning of 4 th sentence. Added new last sentence: “For Designed Services, the CWINS Center contacts the ALEC for ticket closure confirmation and the ALEC then notifies its customer.”

Section/Section Title	Section Reference	Summary of Updates
	PPR14 / Section 2.1.2 / Figure 14-1	◆ Added “manual handling” to flow chart on arrow leaving the “trouble entered via TAFI or ECTA box.
	PPR14 / Section 4.1 Results Summary / Table 4-2 / PPR14-1	◆ Added “retail” to the 1st sentence in the 2 nd paragraph.
	PPR14 / Section 4.1 Results Summary / Table 4-2 / PPR14-8	◆ Replaced 1 st paragraph with “M&R processes for individual performance monitoring activities are comparably administered between wholesale and retail work centers.”
	PPR14 / Section 5.3 Results / Table 14-3	◆ Replaced “significantly similar” with “comparable” throughout the table in the Parity Evaluation column.
	PPR15 / Section 2.1.1 Trouble Ticket Handling Activities	◆ Added “customer service or maintenance records” to the 4 th bullet in the 13 th paragraph.
	PPR15 / Section 4.1 Results Summary / Table 15-2 / PPR15-18	◆ Inserted new 1 st paragraph “KPMG Consulting verified that the M&R work centers have M&Ps for capacity management.” Updated 1 st sentence of new 2 nd paragraph to “The CWINS Center scheduling is performed based on the daily call volume reports.”
	PPR16 / Section 2.1 Business Process Description / Notifications Procedures Section	◆ Removed “some” from the 4 th sentence of the 5 th paragraph.
	TVV5 / Section 4.1 Results Summary / Table 5-4 / All Evaluation Criteria	◆ Added new 1 st paragraph. “KPMG Consulting verified that the ...” to all criteria. ◆ Added KPMG Consulting benchmark where appropriate.
	TVV5 / Section 4.1 Results Summary / Table 5-4 / TVV5-1-10	◆ Removed redundant reference to Mechanized Loop Tests.
	TVV5 / Section 4.1 Results Summary / Table 5-4 / TVV5-1-13	◆ Replaced “BOCRIS” with “CRIS”.
	TVV6 / Section 3.5 Evaluation and Analysis Methods	◆ Added “Resale” and “UNE-P” to 1 st sentence in item 1.
	TVV6 / Section 4.1 Results Summary / Table 6-2 / TVV6-1 through TVV6-7 and TVV6-9	◆ Modified footnote designated by a “*” to read “Satisfied at the time of data collection, which was February 2001. As a result of the passage of time, KPMG Consulting is unable to assess the current performance of the underlying systems and/or processes.”
	TVV6 / Section 4.1 Results Summary / Table 6-2 / TVV6-9	◆ Updated number of transactions from “172” to “187”.

Section/Section Title	Section Reference	Summary of Updates
	TVV7 / Section 2.1.1 TAFI Application / Figure 7-1	◆ Replaced figure with updated version.
	TVV7 / Section 4.1 Results Summary / Table 6-2 / TVV7-1 through TVV7-11	◆ Changed footnote designation from “*” to “∞” and modified footnote to read “Satisfied at the time of data collection, which was March 2001. As a result of the passage of time, KPMG Consulting is unable to assess the current performance of the underlying systems and/or processes.”
	TVV7 / Section 4.1 Results Summary / Table 6-2 / TVV7-4 through TVV7-8	◆ Moved 1 st sentence of 3 rd paragraph from June 21, 2002 Draft Final Report to 2 nd paragraph in the Final Report. New 2 nd paragraph was reworded to clarify comparison and benchmark.
	TVV8 / Section 2.2 ECTA Application / Figure 8-2	◆ Replaced “BOCRIS” with “CRIS.”
	TVV8 / Section 3.4.1 Normal Hour Load Calculations	◆ Changed “1,952,775” to “2,734,990” in 2 nd sentence of 1 st paragraph.
	TVV8 / Section 3.4.2 Methodology for Hourly Load Calculations / Tables 8-3 and 8-4	◆ Inserted “(not including Florida)” in the Region column heading.
	TVV8 / Section 4.1 Results Summary / Table 8-11 / TVV8-1 through TVV8-3	◆ Added new 2 nd paragraph: “KPMG Consulting applied a benchmark of 95% for this criterion.”
	TVV9 / Section 1.0 Description	◆ Removed “wholesale customers, including” from the 1 st paragraph.
	TVV9 / Section 2.1 Description / Figure 9-1	◆ Replaced figure with an updated version.
	TVV9 / Section 4.1 Results Summary / Table 9-4 / TVV9-10	◆ Reordered last paragraph to 2 nd paragraph.
VII. Billing	PPR10 / Section 2.1 Business Process Description	◆ Defined the terms “CRIS”, “UNE”, and “CABS” in the 3 rd paragraph.
	PPR10 / Section 4.2 Results Summary / Table 10-2 / PPR10-2.	◆ Replaced language in footnote 388 with URL identifying current location of the updated CLEC Billing Guide.
	PPR10 / Section 4.2 Results Summary / Table 10-2 / PPR10-10	◆ Rephrased evaluation criterion to “The process includes procedures for the timely resolution of claims”.
		◆ Added “The process contains procedures for the timely resolution of claims” to the 1 st paragraph, 1 st sentence.

Section/Section Title	Section Reference	Summary of Updates
	PPR10 / Section 5.1 / Executive Summary	◆ Wrote out Federal Communications Commission and Florida Public Services Commission in the 4 th paragraph.
	PPR10 / Section 5.1 / Table 10-3 / Help Desk Call Processing	◆ In the Wholesale Help Desk column, added the following after the 4 th sentence: “The Account Team/CLEC Care Team will negotiate and agree upon the procedures for handling urgent or non-routine contacts during the introductory meeting. A message flagged as urgent will be acknowledged within two business hours after confirmed receipt.” Removed the word “similarly” in the last sentence.
	PPR10 / Section 5.1 / Table 10-3 / Workforce Performance and Capacity Management	◆ In the Retail Help Desk column, changed “switch” to “center” in the 3 rd paragraph.
	TVV10 / Section 4.1 Results Summary / Table 10.3 / TVV10-2	◆ First paragraph from June 21, 2002 Draft Final Report moved to 3 rd paragraph in the Final Report. Rephrased 1 st paragraph to say “KPMG Consulting did not receive unexpected DUF records during the initial testing conducted in December 2000.” Added new 2 nd paragraph “BellSouth did not have a documented standard for receipt of unexpected DUF records transmitted to ALECs; therefore KPMG Consulting applied a benchmark of 95%.”
	TVV10 / Section 4.1 Results Summary / Table 10-3 / TVV10-3	◆ Added testing history and benchmark in first five paragraphs as follows: “DUF record packs were complete. BellSouth did not have a documented standard for pack record completeness; therefore KPMG Consulting applied a benchmark of 95%. KPMG Consulting reviewed 96 DUF record packs generated during the May and June 2001 DUF retest and confirmed that all 96 (100%) record packs contained the number of records indicated by the respective pack trailer records. KPMG Consulting reviewed 25 DUF

Section/Section Title	Section Reference	Summary of Updates
		<p>record packs generated during the December 2001 resale DUF retest and confirmed that all 25 (100%) record packs contained the number of records indicated by the respective pack trailer records.”</p>
	<p>TVV10 / Section 4.1 Results Summary / Table 10-3 / TVV10-4</p>	<ul style="list-style-type: none"> ◆ Added testing history and benchmark in first five paragraphs as follows: “DUF records adhere to EMI guidelines. BellSouth did not have a documented standard for EMI guideline adherence; therefore KPMG Consulting applied a benchmark of 95%. KPMG Consulting reviewed 2,676 DUF records produced by BellSouth during the December 2000 DUF test and confirmed that all 2,676 (100%) were formatted in accordance with EMI guidelines. KPMG Consulting reviewed 3,598 DUF records produced by BellSouth during the May and June 2001 DUF retest and confirmed that all 3,598 (100%) were formatted in accordance with EMI guidelines. KPMG Consulting reviewed 731 DUF records produced by BellSouth during the December 2001 DUF retest and confirmed that all 731 (100%) were formatted in accordance with EMI Guidelines.”
	<p>TVV10 / Section 4.1 Results Summary / Table 10-3 / TVV10-5</p>	<ul style="list-style-type: none"> ◆ Added new 1st paragraph as follows: “The DUF record fields were accurately populated.” ◆ Moved 2nd sentence from 1st paragraph of June 21, 2002 Draft Final Report to 2nd paragraph in Final Report as follows: “BellSouth did not have a documented standard for DUF record accuracy; therefore KPMG Consulting applied a benchmark of 100%.”

Section/Section Title	Section Reference	Summary of Updates
	TVV10 / Section 4.1 Results Summary / Table 10-3 / TVV10-6	<ul style="list-style-type: none"> ◆ Added new 1st paragraph: “DUF were delivered to the ALEC in a timely manner.” Added “BellSouth did not have a documented standard for DUF delivery timeliness” to the 2nd paragraph.
	TVV11 / Section 1.0 Description	<ul style="list-style-type: none"> ◆ Deleted the last 2 sentences in the 2nd paragraph and added the following sentence: “The results reflected in this report represent KPMG Consulting’s findings inclusive of the implementation of the UNE billing upgrade.”
	TVV11 / Section 3.3 Data Sources	<ul style="list-style-type: none"> ◆ Changed “BellSouth” to “CLEC” in 1st bullet point.
	TVV11 / Section 4.1 Results Summary / Table 11-4 / PPR11-1-1, PPR11-1-2, PPR11-1-3, 11-2-2, 11-2-3, 11-2-5, 11-2-6, 11-2-8, 11-2-9, 11-2-11, 11-2-12, 11-2-14 and 11-2-15	<ul style="list-style-type: none"> ◆ Updated number of UNE and UNE-P bills, recurring, non-recurring and pro-rated charges in Comments section to reflect final results from testing conducted from March through June 2002.
	TVV11 / Section 4.1 Results Summary / Table 11-4 / PPR11-2-2	<ul style="list-style-type: none"> ◆ Changed the result from “Testing in Progress” to “Satisfied”. ◆ Deleted 1st paragraph and replaced it with the following: “BellSouth applied recurring rates on UNE invoices consistent with applicable tariffs and/or contract rates.” ◆ Deleted the last paragraph regarding ongoing testing.
	TVV11 / Section 4.1 Results Summary / Table 11-4 / PPR11-2-5	<ul style="list-style-type: none"> ◆ Changed the result from “Testing in Progress” to “Satisfied”. ◆ Deleted 1st paragraph and replaced with the following: “BellSouth applied non-recurring rates on UNE invoices consistent with the applicable tariffs and/or contract rates.” ◆ Added a new 4th paragraph to describe Exception 172. ◆ Deleted the last paragraph regarding ongoing testing.
	TVV11 / Section 4.1 Results Summary / Table 11-4 / PPR11-2-14	<ul style="list-style-type: none"> ◆ Changed the result from “Testing in Progress” to “Satisfied”. ◆ Changed the 1st paragraph as follows: “BellSouth accurately applied pro-rated calculations on UNE invoices.

Section/Section Title	Section Reference	Summary of Updates
		<p>These charges corresponded with tariffs and/or published documentation.”</p> <ul style="list-style-type: none"> ◆ Deleted the last paragraph regarding ongoing testing.
	TVV11 / Section 4.1 Results Summary / Table 11-4 / PPR11-2-16, PPR11-2-17	<ul style="list-style-type: none"> ◆ Changed the result from “Testing in Progress” to “Satisfied”. ◆ Deleted “has not yet” determined in the 1st paragraph. ◆ In the 3rd paragraph, changed “2002” to “2001”. ◆ In the 4th paragraph, deleted “This exception is currently open.” ◆ Deleted the last paragraph in the draft and added new paragraph including final retest data.
	TVV11 / Section 4.1 Results Summary / Table 11-4 / PPR11-2-20	<ul style="list-style-type: none"> ◆ Added a new 3rd paragraph concerning issuance of Exception 43. ◆ In the 5th paragraph, added language about the closure of Exception 43.
	TVV11 / Section 4.1 Results Summary / Table 11-4 / PPR11-3-3	<ul style="list-style-type: none"> ◆ Changed the result from “Testing in Progress” to “Satisfied”. ◆ In the 1st paragraph, deleted “has not yet” determined. ◆ In the 4th paragraph, changed “produced” to “evaluated”. ◆ Deleted the last paragraph in the draft and new paragraph regarding Exception 164.
VIII. Performance Metrics	Section 1.0 in all five PMR tests	<ul style="list-style-type: none"> ◆ Updated to reflect PMAP 4.0 became publicly available with April 2002 data, testing continues and a results addendum to the Final Report will be provided once testing is complete.
	Section 6.1 in all five PMR tests	<ul style="list-style-type: none"> ◆ Updated last paragraph to reflect an addendum will be issued once testing completes.
	PMR1/Section 3.5 Evaluation and Analysis Methods	<ul style="list-style-type: none"> ◆ Walk-through bullet previous 1st sentence divided into 2 sentences.

Section/Section Title	Section Reference	Summary of Updates
	PMR1 / Section 4.1 Results Summary / Table 1-2 / PMR1-6B	◆ Added new 2 nd paragraph “KPMG Consulting verified that BellSouth has established procedures for monitoring its available storage capacity for BBI shared server as well as procedures for monitoring backup capacity for the system. KPMG Consulting reviewed documentation that demonstrates that BellSouth has established policies and procedures for acquiring additional capacity.”
	PMR1 / Section 4.1 Results Summary / Table 1-2 / PMR1-5C	◆ Added new 1 st paragraph “KPMG Consulting reviewed BellSouth documentation and server logs and confirmed that BellSouth has capacity to collect data.”
	PMR2 / Section 4.1 Results Summary / Table 2-2 / PMR2-2	◆ Added new 1 st paragraph “KPMG Consulting reviewed the metrics definitions and found them to be consistent with the intent of the metrics for the PMAP 2.6 environment.”
	PMR3 / Section 4.1 Results Summary / Table 3-2 / PMR3-7	◆ “There is no process that allows an ALEC to track proposed metric changes until they are implemented” added to 1 st paragraph and deleted as last sentence in paragraph 2.
	PMR4 General	◆ Added “environment” after PMAP 4.0 in comments as applicable.
	PMR4 / Section 3.0 Methodology	◆ Reworded to say “This section summarizes the test methodology.” Removed “used during PMR4 testing activities”.
	PMR4 / Figure 4-1	◆ Deleted footnote
	PMR4 / Section 4.1 Results Summary / Table 4-2 / PMR4-11-1, 4-11-2, 4-13-1, 4-15-1	◆ In 2 nd paragraph, corrected PMAP 4.0 to PMAP 2.6.
	PMR4 / Section 4.1 Results Summary / Table 4-2 / PMR4-13-2	◆ In 2 nd paragraph, inserted “incorrectly” so that sentence reads “...BellSouth constructed data incorrectly in the NODS...”
	PMR4 / Section 4.1 Results Summary / Table 4-2 / PMR4-15-2	◆ Corrected “January 2001” to “January 2002” in 3 rd paragraph.
	PMR4 / Section 4.1 Results Summary / Table 4-2 / Between PMR4-62-2 and PMR4-63-1 and PMR4-64-2 and PMR4-65-1	◆ Deleted “Process” from header line.

Section/Section Title	Section Reference	Summary of Updates
	PMR4 / Section 4.1 Results Summary / Table 4-2 / PMR4-73-2	◆ Added word “criterion” after evaluation for consistency.
	PMR5 / Section 2.1 Business Process Description	◆ Removed “(https:\\pmap.bellsouth.com)” from 2 nd paragraph.
	PMR5 / Section 3.5 Evaluation and Analysis	◆ Last paragraph, 1 st sentence, added “were raised” after “regarding processes and definitions”.
	PMR5 / Section 4.1 Results Summary / Table 5-2 / PMR5-2-26	◆ Updated “waiting for April 2002 data” with “currently retesting” in 3 rd paragraph.
	PMR5 / Section 4.1 Results Summary / Table 5-2 / PMR5-2-34	◆ Updated “is waiting for BellSouth’s response” with “received BellSouth’s response and is retesting.”
	PMR5 / Section 4.1 Results Summary / Table 5-2 / PMR5-2-60, 2 nd sentence, 2 nd paragraph and PMR5-2-64, 2 nd sentence, 3 rd paragraph	◆ Deleted “and is reviewing BellSouth’s amended response”. Replaced with “KPMG Consulting reviewed BellSouth’s response and issued Amended Observation 200. KPMG Consulting is reviewing BellSouth’s response.”
	PMR5 / Section 4.1 Results Summary / Table 5-2 / PMR5-3-2	◆ Updated last sentence in 2 nd paragraph to “KPMG Consulting reviewed BellSouth’s response and is waiting for a fix date from BellSouth. The observation remains open.”
	PMR5 / Section 4.1 Results Summary / Table 5-2 / PMR5-3-30	◆ Deleted “reviewing BellSouth’s response” and replaced it with “waiting for August 2002 data in the 3 rd paragraph, last sentence.
	PMR5 / Section 4.1 Results Summary / Table 5-2 / PMR5-3-34	◆ Deleted “waiting for April 2002 data” and replaced with “...currently retesting.”
	PMR5 / Section 4.1 Results Summary / Table 5-2 / PMR5-3-42	◆ Last sentence in 3 rd paragraph changed from “ is waiting for April 2002 data” to “issued Amended Observation 185 and is currently reviewing BellSouth’s response”.
Appendix A: Statistical Analysis	Footnote 2	◆ Removed footnote 2 as it appeared in the June 21 Draft Final Report and replaced it “This analysis was performed using BellSouth data, and applies to sample sizes in the major OSS testing areas. Precision was defined as the ratio of the standard error for the measure to the average for that same measure. In tests that KPMG Consulting has performed in some other jurisdictions, a minimum

Section/Section Title	Section Reference	Summary of Updates
		sample size of 140 was established for certain measures. . This sample size ensures that Type II error is 5% if the difference for a parity measure is .28 standard deviations. It also ensures that the Type II error rate is less than 5% for a benchmark standard of 90%, if the true performance is at 80%. While these considerations were not part of the specific design for the Florida test, the sample sizes in the Florida test meet the minimum sample size criteria used in these other tests.
	Section 4.0	<ul style="list-style-type: none"> ◆ Changed “parametric” to “distributional” in 2nd sentence in 3rd paragraph. ◆ Removed last sentence in 3rd paragraph as it was not applicable to test. ◆ Removed last sentence in last paragraph as it was not applicable to test.
Appendix B: Glossary	Section Reference / Interdepartmental Billing Information System (IBIS)	◆ Changed “creates” to “manages”.
	Network Event Reporting System (NERS)	◆ Changed “turfs” to “areas”.
Appendix C: Acronyms		◆ NA
Appendix D: List of Exceptions Issued	Updated table with closures since 6/21/2002 draft issuance	◆ Exceptions 44, 49, 123, 139, 164, 166, 169, 170, 172, and 173
	Removed “Testing in Progress”	◆ Exceptions 36, 84,88, 113, 114, 120, 121, 122, 123, 124, 136, 143, 144, 145, 151, 153, 157, 161, 162, 163, 165, and 171
Appendix E: List of Observations Issued	Updated table with closures since 6/21/2002 draft issuance	◆ Observations 82, 115, 135, 163, 170, 172, 173, 180, 196, 202, 203, and 205.
	Removed “Testing in Progress”	◆ Observations 49, 87, 127, 148, 176, 185, 186, 195, 198, 199, 200, 204, and 206.
	Updated table with new observations issued	◆ Observation 209
Appendix F: Summary of Updates	Summary of Final Report updates table.	◆ Updated to reflect changes from Version 1.0 to Version 2.0

Section/Section Title	Section Reference	Summary of Updates
Appendix G: Commercial Data Study	Section 2.1 / Evaluation and Analysis methods	<ul style="list-style-type: none"> ◆ In the 1st sentence, deleted “FPSC mandated”.
	Section 3.0 / Results / Weighted Average / Operations Support Systems	<ul style="list-style-type: none"> ◆ Reduced Cannot Determine from “33” to “29” ◆ Added new bullet to reflect “4- Not Applicable”.
	Section 3.0 / Results / Weighted Average / Operator Services and Directory Assistance, E911	<ul style="list-style-type: none"> ◆ Corrected “Cannot Determine” to “Parity by Design – no determination.
	Section 3.0 / Results / Weighted Average / Total	<ul style="list-style-type: none"> ◆ Changed Cannot Determine from “548” to “537”. ◆ Added bullet “4 – Not Applicable”. ◆ Added bullet “7 - Parity by Design”.
	Section 3.0 / Results / MSS report values and PMAP report values / Provisioning	<ul style="list-style-type: none"> ◆ Changed “5” no differences to “8”. ◆ Changed “11” differences to “8”.
	Section 3.0 / Results / MSS report values and PMAP report values / Billing	<ul style="list-style-type: none"> ◆ Changed “7” no differences to “8”. ◆ Deleted “1 difference”.
	Section 3.0 / Results / MSS report values and PMAP report values / Database Update Information	<ul style="list-style-type: none"> ◆ Changed “3” - no difference to “1”. ◆ Added bullet “2 – differences”.
	Section 5.0 / Summary of Findings / Table ES-1	<ul style="list-style-type: none"> ◆ Added columns “Parity by Design - No Determination and Not Applicable”. ◆ OSS1 –corrected “4 cannot determine” to “not applicable”. ◆ OSDA – corrected all “4 cannot determine” to “parity by design”. ◆ E911 – corrected all “3 cannot determine” to “parity by design”. ◆ Updated Overall Total row.
	Weighted Average	<ul style="list-style-type: none"> ◆ For the following SQM IDs (column B), the Final Result (column K) has changed: <ul style="list-style-type: none"> ● D.1.4.8.1 - changed from Cannot Determine to Not Applicable ● D.1.4.8.2 - changed from Cannot

Section/Section Title	Section Reference	Summary of Updates
		<p>Determine to Not Applicable</p> <ul style="list-style-type: none"> • D.1.4.9.1 - changed from Cannot Determine to Not Applicable • D.1.4.9.2 - changed from Cannot Determine to Not Applicable • F.6.1 - changed from Cannot Determine to PBD - No Determination • F.6.2 - changed from Cannot Determine to PBD - No Determination • F.7.1 - changed from Cannot Determine to PBD - No Determination • F.7.2 - changed from Cannot Determine to PBD - No Determination • F.8.1 - changed from Cannot Determine to PBD - No Determination • F.8.2 - changed from Cannot Determine to PBD - No Determination • F.8.3 - changed from Cannot Determine to PBD - No Determination
	Individual Month Spreadsheets	<ul style="list-style-type: none"> ◆ The font of the headers was modified to be consistent with the weighted average (aggregate) analysis. ◆ Discrepancies between MSS and PMAP values have been highlighted in gray.

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