ORIGINAL

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: June 24, 2002

TO: Kay E. Flynn, Chief of Records and Hearing Services, Division of the Commission Clerk & Administrative Services

FROM: Lisa S. Harvey, Chief of Regulatory Review, Division of Competitive Markets & Enforcement

RE: Filing in Docket Nos. 960786B-TL and 981834-TP

Please include the attached report entitled "*KPMG OSS Final Draft Report*" in the record for Docket Nos. 960786B-TL and 981834-TP. If you have any questions, please feel free to contact me at 413-6806.

Attachment
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Florida Public Service Commission

BellSouth Telecommunications, Inc.
OSS Evaluation Project

Draft Final Report
Version 1.0

Submitted by:

KPMG Consulting

June 21, 2002

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Table of Contents

I. Document Control

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A. Distribution

Table I-1: Distribution List For Document

Person	Department	Date Sent
Lisa S. Harvey	Florida Public Service Commission	June 21, 2002
Walter D'Haeseleer	Florida Public Service Commission	June 21, 2002
Beth Salak	Florida Public Service Commission	June 21, 2002
Carl Vinson	Florida Public Service Commission	June 21, 2002
Milton McElroy	BellSouth Telecommunications, Inc.	June 21, 2002
William N. Stacy	BellSouth Telecommunications, Inc.	June 21, 2002
Kathy Wilson-Chu	BellSouth Telecommunications, Inc.	June 21, 2002
Maryrose Sirianni	BellSouth Telecommunications, Inc.	June 21, 2002
Marshal Criser	BellSouth Telecommunications, Inc.	June 21, 2002
Michael Weeks	KPMG Consulting	June 21, 2002
David Wirsching	KPMG Consulting	June 21, 2002
Linda Blockus	KPMG Consulting	June 21, 2002

B. Approved By

Table I-2: Approval List For Document

Person	Department	Date
Lisa S. Harvey, OSS Project Manager	Florida Public Service Commission	June 21, 2002

Table I-3: Version Control

Version	Date	Reason
1.0	June 21, 2002	Initial draft release
2.0		Final Release

C. Statement of Limiting Conditions

The following conditions, limitations, and assumptions relate to the Final Report:

This report is provided pursuant to the Florida Public Service Commission instructing KPMG Consulting to conduct testing of BellSouth's Operations Support Systems (OSS) in accordance with the KPMG Consulting developed Master Test Plan (MTP). The results contained within this report are composed of a significant number of test evaluation criteria and are presented without weighting considerations. In particular, none of the individual test results can be considered independently. To draw conclusions based on individual test measures, or a limited number of test measures, would be inappropriate. Furthermore, the evaluation criteria should not be considered of equal weight or value. Hence, any attempt to determine an overall "score" based on percentage of evaluation criteria that are satisfied is strongly discouraged.

This report assumes that the reader possesses a general understanding of the telecommunications industry and related systems, documentation, and processes; consequently, KPMG Consulting assumes no responsibility for the misuse, misunderstanding, or misinterpretation of the content of this report.

The report has been prepared solely for the purpose stated and should not be used for any other purpose. Except as specifically stated in the report, neither our report nor its content is to be referred to or quoted, in whole or in part, in any registration statement, prospectus, public filing, loan agreement, or other agreement or document, without our prior written approval.

Certain information and assumptions (oral and written) were presented to us by the management of BellSouth and other third parties. We have relied on this information in our analysis and in the preparation of the report, and have not independently verified the accuracy or completeness of the information provided; accordingly, we express no opinion on such data.

We have not conducted an audit or review of the historical data provided to us in accordance with generally accepted auditing procedures and/or standards promulgated by the American Institute of Certified Public Accountants (AICPA). We express no opinion or offer any assurance with respect to the accuracy of the aforementioned historical data. KPMG Consulting makes no representation nor has any obligation with reference to any events or transactions occurring subsequent to the date of this report.

II. Executive Summary

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A. Introduction

1.0 Background

The Florida Public Service Commission (FPSC) will be considering the matter of BellSouth's compliance with the requirements of Section 271 of the Telecommunications Act of 1996 (TA-96) in the manner specified in the FPSC's Docket No. 960786-TL.

Specifically, the FPSC has used this docket to consider whether BellSouth has met the 14-point checklist in Section 271. The Telecommunications Act of 1996, together with the Federal Communications Commission (FCC) interpretations, requires BellSouth to:

- Provide non-discriminatory access to its Operations Support Systems (OSS) on appropriate terms and conditions;
- Provide the documentation and support necessary for Alternative Local Exchange Carriers (ALEC) to access and use these systems; and
- Demonstrate that its systems are operationally ready and provide an appropriate level of performance.

Compliance with these requirements is intended to allow competitors to obtain pre-ordering information; execute service orders for resale services, Unbundled Network Elements (UNE), and UNE-Platform (UNE-P); manage trouble reports; and obtain billing information in a way deemed non-discriminatory when compared with BellSouth's retail operations.

On August 8, 1999 the FPSC implemented Phase I of third party testing of BellSouth for the state of Florida in Order No. PSC-99-1568-PAA TP. Phase I required KPMG Consulting to develop the State of Florida Public Service Commission, BellSouth Telecommunications, Inc. OSS Evaluation Project Master Test Plan (MTP) to identify specific testing activities necessary to demonstrate non-discriminatory access and parity of BellSouth systems and processes.

On January 11, 2000 the FPSC approved the MTP and selected KPMG Consulting as the Phase II Test Manager in Order No. PSC-00-0104-PAA-TP. Phase II required KPMG Consulting to conduct an independent third-party test, as defined by the Master Test Plan, of the readiness of BellSouth's OSSs, interfaces, documentation, and processes to support local market entry by the ALECs.

The following report reflects the findings of the evaluation.

2.0 Objective

The objectives of this Executive Summary are to provide the following:

- A high-level description of the process KPMG Consulting followed to evaluate BellSouth's policies, procedures, documentation, interfaces, and systems; and
- A summary of the results of testing activities.

3.0 Audience

KPMG Consulting anticipates the audience for this document will fall into two main categories:

- Readers who will use this document during an evaluation process (i.e., the FPSC, FCC, and U.S. Department of Justice (DOJ)); and

- Other interested entities who have some stake in the result of BellSouth's OSS evaluation and wish to have insight into the test results (e.g., BellSouth, ALECs, and other ILECs).

While many of the above entities have stated an interest in the test and its results, only the FPSC, KPMG Consulting and BellSouth are actual parties to the contract for this evaluation. Third-party reliance on this report is not intended and is explicitly prohibited. It is expected that the FPSC will review this report in forming its own assessment of BellSouth's compliance with the requirements of the Telecommunications Act.

4.0 Scope

The scope of the test is documented in the State of Florida Public Service Commission, BellSouth Telecommunications, Inc. OSS Evaluation Project – MTP dated December 2, 1999.

The initial MTP was developed by KPMG Consulting and submitted to the FPSC on December 2, 1999. Significant input from the FPSC, BellSouth, and various ALECs was solicited, received, and considered during the MTP development period. BellSouth and ALEC business plans and projections were also reviewed during construction of the MTP.

In determining the breadth of the test, all stages of the ALEC/ILEC relationship were considered, including the following:

- Establishing the relationship;
- Performing daily operations; and
- Maintaining the relationship.

Furthermore, the current service delivery methods (i.e. resale, UNE, and UNE-P) were included in the scope of the test (see Section 6.0, Limitations below).

KPMG Consulting tested different interface types for transactions including: the application-to-application Electronic Data Interchange (EDI); the terminal-type, web-based graphical user interface (GUI) and manual fax submission. Specific interfaces included in the OSS Test included: Trouble Analysis Facilitation Interface (TAFI), Electronic Communication Trouble Administration (ECTA), Local Exchange Navigation System (LENS), Telecommunications Access Gateway (TAG)[1], Electronic Data Interchange (EDI), Optional Daily Usage File (ODUF), Access Daily Usage File (ADUF) and Billing Output Specification Bill Data Tape (BOS-BDT).

Non-transaction testing included evaluations of policies, procedures, guidelines, training, documentation, and work center activities associated with the ALEC/ILEC relationship management process. When required by the MTP, these non-transaction tests included assessments of whether parity exists between wholesale and similar retail processes to the extent retail analogs are available.

Finally, the test included procedures designed to evaluate BellSouth's ability to accommodate increased ALEC business volumes based on demand projections determined at the start of the test.

[1] As of April 3, 2002, the FPSC removed RoboTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP) because BellSouth no longer supports the application.

The FPSC's Project Manager revised the scope of the MTP on several occasions. The FPSC's Project Manager made these changes in response to evolution in the industry, experience gained in preceding state tests or regulatory emphasis by the DOJ and FCC. For example, the scope of the MTP was expanded to include tests related to Line Sharing and Line Loss Reporting.

5.0 Approach

The test approach is described below.

5.1 Test Families/Domains

To organize and facilitate testing, the MTP was divided into the following three test families:

- Policies and Procedures Review (PPR);
- Transaction Validation and Verification (TVV); and
- Performance Metrics Reporting (PMR).

These three tests families were useful in organizing the areas to be tested and the specific tests to be conducted. The first test family, PPR, included KPMG Consulting's review of BellSouth's wholesale business rules and management practices. The transaction-based tests conducted through KPMG Consulting's pseudo ALEC comprised the TVV test family. ALECs operating in Florida were also solicited to provide transaction-based facilities that could not be created in the pseudo ALEC environment (e.g. Local Number Portability or LNP). The PMR test included review of the metrics business rules and review of the data collection and reporting functions performed by BellSouth to measure the performance of their wholesale operations in comparison to retail operations or other benchmarks.

Tests in the PPR and TVV test families were divided into the following five functional domains:

- Relationship Management and Infrastructure (RMI);
- Pre-Order and Ordering;
- Provisioning;
- Maintenance and Repair (M&R); and
- Billing.

Within each test family and domain, evaluation criteria were applied to evaluate BellSouth's performance for specific test targets.

5.2 Test Types

In formulating the approach to testing, KPMG Consulting solicited input from both the FPSC and ALECs. It was important to understand the types of activities that had either previously presented problems or were currently of concern. KPMG Consulting combined this input with its own experience and included it in two fundamental types of tests: transaction-driven and operational. The TVV tests are in the transaction-driven test category and the PPR and PMR tests are in the operational test category.

5.2.1 Transaction-driven Tests

One of the goals of transaction-driven testing was to gain first-hand knowledge of the ALEC experience. To accomplish this goal, a pseudo ALEC was established to build and submit both pre-order and order transactions using BellSouth's electronic interfaces, much like a real ALEC would do. Transaction-driven system testing was used extensively in the Pre-Order and Order, Provisioning, M&R, and Billing domains. Results of the pseudo ALEC transactions and activities formed the basis for most of the observations and exceptions that were identified by the test.

KPMG Consulting's role was that of an ALEC operations group, which included understanding business rules, creating and tracking orders, monitoring BellSouth performance, logging trouble tickets, and evaluating carrier-to-carrier bills. KPMG Consulting also had the role of the ALEC Information Technology group, which included establishing connectivity and transaction capability with BellSouth for the following interfaces: EDI, TAG, LENS, ECTA, TAFI, and ConnectDirect for receipt of ODUF, ADUF and BOS/BDT files. The Information Technology group provided translations between business and EDI rule formats and aided KPMG Consulting in resolving problems with missing orders and responses.

Most of the Pre-Order and Order, Provisioning, and many of the Billing transaction-driven tests used the EDI and TAG interfaces that were built by KPMG Consulting based on publicly available BellSouth specifications. LENS was also used to submit selected transactions. Manual orders were submitted via facsimile (fax) or email. M&R trouble tickets were submitted using either ECTA or TAFI. Billing information was exchanged using ConnectDirect for receipt of the ODUF, ADUF and BOS-BDT files.

Live ALEC test cases provided an alternative test method for transactions that were not practical in the test environment (see Section 6.0, Limitations below). Moreover, live ALEC test cases facilitated a different perspective on actual production. Live ALEC production was also monitored during the test period to assess the performance and service levels experienced by ALECs during the test.

Different scenarios were used to structure transaction testing of BellSouth's OSS and related support services. An example of a scenario included migration as-is of a single line residence customer from BellSouth to the pseudo-ALEC. Some scenarios were specific to a particular domain, while others spanned multiple domains providing an end-to-end test of BellSouth's systems and processes. Variations of each scenario were executed to test a range of feature/function combinations, and to reach desired transaction volume levels.

5.2.2 Operational Tests

Operational tests focused on the form, structure, and content of the business process under evaluation. This test method was used to evaluate BellSouth's day-to-day operations and operational management practices, including policy development, procedural development, and procedural change management.

In many cases, operational analysis methods were used to evaluate the results of a process to determine if the process was followed and functioned in accordance with documentation and expectations. KPMG Consulting also reviewed management practices and operating procedures, comparing the results against legal, statutory, and other written requirements.

5.3 Military-style Test Philosophy

This test was conducted with a military-style test philosophy. The concept was to report problems discovered during the test, providing BellSouth an opportunity to correct those problems and, where feasible, for KPMG Consulting to conduct a retest or follow-on assessment. Two channels for reporting those problems were observations and exceptions The observation and exception process is defined below.

- If a problem was encountered during the test, KPMG Consulting informed the FPSC and BellSouth by creating written observations or exceptions describing the problem and providing an assessment.
- An observation was created if KPMG Consulting determined that a test revealed a deficiency, defect or error in one of BellSouth's practices, policies, or systems characteristics and might result in a negative finding in the final report.
- An exception was created if KPMG Consulting determined that a test revealed one of BellSouth's practices, policies, or systems characteristics was not expected to satisfy one or more of the evaluation criteria without corrective action and would result in a negative finding in the final report.
- The FPSC, KPMG Consulting, and BellSouth discussed observation and exception status weekly. ALECs were invited to monitor the calls as observers, as well as ask clarifying questions.
- ALECs were able to view observations and exceptions on the FPSC website as well as provide input informally to the FPSC.
- Some observations were escalated to exceptions. Not all exceptions were initially identified as observations.
- BellSouth responded to both observations and exceptions in writing. These responses described either a clarification of the issue or BellSouth's intended fix(es) to the problem(s). The FPSC posted BellSouth's responses to its website.
- KPMG Consulting was responsible for determining if an exception was resolved. If in responding to an exception, BellSouth made a change to a process, system, or document, KPMG Consulting retested as appropriate. With the approval of the FPSC staff, resolved exceptions were closed.
- If an exception was not resolved, the cycle continued to: i) iterate until closure was reached; ii) indicate that no further action was warranted; or iii) dispose if the FPSC specifically exempted the exception from further testing.

Military-style testing completed at the sole discretion of the FPSC.

Because of the extended time involved in these activities, it was not always possible or practical to retest all activities within the scope of this test. During the course of testing, KPMG Consulting submitted 173 exceptions and 206 observations. At the conclusion of this test, 31 exceptions and 20 observations remained open. The FPSC will consider the disposition of such items during the course of its 271 proceeding.

Where retesting was conducted, the results in this report include the outcome of retesting activity.

5.4 Blindness

As previously stated, one of the objectives of the test was for KPMG Consulting to gain first hand knowledge of the ALEC experience. Yet it is impossible for any ALEC to totally avoid being recognized by BellSouth. For example, transactions arrive on dedicated telephone circuits, the owners of which are known by BellSouth. Each ALEC has a unique set of IDs assigned by the National Exchange Carrier Association (NECA) that must be included in every transaction.

To partially offset this, KPMG Consulting instituted certain procedures to help ensure that KPMG Consulting would not receive treatment from BellSouth that was different from that received by a real ALEC. For example, KPMG Consulting required that all operational documents be generally available to all ALECs. In addition, the timing and detailed nature of transactions and test calls were not announced in advance to BellSouth. When visits to BellSouth facilities were required, minimal notice was given. Problems were reported using the same Help Desk mechanisms used by the ALECs.

As a further measure, the FPSC monitored telephone calls and attended meetings between KPMG Consulting and BellSouth. A weekly conference call, which included the ALECs, the FPSC, BellSouth and KPMG Consulting, was established to allow the ALECs to obtain information concerning test progress and for them to communicate issues of concern about the test.

5.5 Evaluation Criteria

Measures and their corresponding evaluation criteria provided the basis for conducting tests. Evaluation criteria were the norms, benchmarks, standards, and guidelines used to evaluate measures identified for testing. Evaluation criteria provided a framework for identification of the scope of tests, the types of measures that must be made during testing, and the approach necessary to analyze results.

In many cases, the test results were compared against measures and criteria identified by the FPSC, such as the Service Quality Measurements (SQMs) reports, or as outlined in the MTP. In other cases, results were evaluated using the professional judgment of KPMG Consulting. Each evaluation criterion was analyzed individually and has its own associated result and comment. The results fell into the following categories:

- Satisfied – the evaluation criterion was satisfied.
- Not Satisfied – the evaluation criterion was not satisfied. Some issues were identified that would have a significant business impact to ALECs. Observations and exceptions may have been raised regarding these issues.
- Testing in Progress – the evaluation criterion is still open with testing on going. An observation or exception may be unresolved or KPMG Consulting may be waiting for additional information or documentation from BellSouth necessary to finalize the results. KPMG Consulting anticipates that testing and analysis will be complete prior to delivery of the final report, version 2.0. Any evaluation criterion currently having a Testing in Progress result will be reclassified to either Satisfied or Not Satisfied with the issuance of version 2.0 of the final report.

5.6 Test Bed

In order to accomplish the transaction testing, BellSouth provisioned a test bed of initial accounts that represented BellSouth retail accounts or other ALEC accounts that would be lost or gained

by the pseudo ALEC and, in some cases, modified to affect customer products and/or services. The test accounts were created in BellSouth's production systems, in actual central offices across Florida, as opposed to a separate simulated test system. KPMG Consulting, the FPSC, and BellSouth cooperated to define the test bed.

6.0 Limitations

The test, representative of an entire ALEC marketplace, was much broader than that likely to be experienced in the near future by any single ALEC. However, the test was not intended to be exhaustive because it is neither feasible nor desirable to test all possible permutations and combinations of all features and functions across all offered products.

In some cases it was not practical to simulate certain order types, troubles, and processes in a test situation. Examples include orders with very long interval periods; provisioning of large volumes of test transactions that would exceed the manual capacity of BellSouth's work centers; or, the complex, time consuming, network design process. In these cases, KPMG Consulting attempted alternative test procedures such as conducting interviews with BellSouth and ALEC personnel; inspection of live orders in process; review of historical performance or operational reports; or another method that captured the performance of BellSouth with respect to the order types and processes in question.

It was neither practical nor desirable to execute certain live tests that would disrupt actual service to BellSouth or ALEC customers. An example is a Maintenance and Repair test that requires an equipment failure. BellSouth performance for these test cases was evaluated by other means. The test reports in each domain section identify the tests that were executed using KPMG Consulting transactions and those that were executed by other means.

B. High-level Test Results

1.0 General

The following general observations span several domains and have been collected here for brevity.

1.1 Results Summary

KPMG Consulting evaluated 1,026 evaluation criteria during the testing period. There were 484 evaluation criteria for the Pre-Order and Order, Provisioning, M&R, Billing and Relationship Management Infrastructure domains. At the time of the draft final report, 456 or 94% of the evaluation criteria for these domains were satisfied. Of the remaining 28 or 6% of the evaluation criteria, 15 or 3% of the evaluation criteria were not satisfied and 13 or 3% are testing in progress. In addition, as a result of the passage of time since data collection, KPMG Consulting is unable to assess the current performance of the underlying systems/or processes for 52 test points.

Additionally, there were 542 evaluation criteria related to performance measure testing where testing is still in progress due to recent implementation of Performance Measurement Analysis Platform (PMAP) 4.0. There are four additional evaluation criteria, in the performance measure area, that are not applicable and are not included in the above count[2].

1.2 Service Quality

KPMG Consulting believes that the quality of the service received during the test was comparable to that generally received by ALECs.

1.3 New Entrant Certification

BellSouth has a separate systems environment for new entrant certification called the CLEC Test Environment (CTE), which is used during the new entrant certification process. In addition, the CLEC Application Verification Environment (CAVE) test environment is used to test new software releases for ALECs that have completed certification testing and are already in production with BellSouth. As part of KPMG Consulting's new release testing, quality assurance (QA) and systems readiness test (SRT) processes, the CTE and CAVE environments were evaluated for functionality and compliance with published documentation and procedures. KPMG Consulting tested business rule releases for LSOG4 pre-order and order. Each new release required that KPMG Consulting update its test scripts and orders to reflect the new business rules and interfaces.

2.0 Relationship Management and Infrastructure

The RMI domain evaluated BellSouth's processes that support establishing and maintaining relationships between BellSouth and ALECs. The test examined change management, account establishment and management, help desks, ALEC training, interface development, and forecasting. RMI consisted of five tests, all of which were process-oriented. KPMG Consulting evaluated 74 evaluation criteria. Sixty-seven evaluation criteria were satisfied. Seven evaluation

[2] Four Trunk Group Performance metrics in the Metrics Calculation Verification and Validation Review (PMR5) could not be tested in the pseudo ALEC environment because pseudo ALEC trunk groups did not exist.

criteria were not satisfied. The evaluation criteria that are not satisfied are primarily in the areas of change management and release management.

3.0 Pre-Ordering and Ordering

The Pre-Order and Order domain evaluation was developed to test the systems, processes, and other operational elements associated with BellSouth's support for Pre-Order and Order activities for wholesale operations. The test examined functionality, compliance with measurement agreements, and comparable systems supporting BellSouth retail operations. Pre-Order and Order consisted of five tests, of which three were transaction-oriented and two were process-oriented. KPMG Consulting evaluated 110 evaluation criteria. One hundred six evaluation criteria were satisfied. Three evaluation criteria were not satisfied and one evaluation criterion is testing in progress. The evaluation criteria that are not satisfied are primarily in the areas of flow-through performance and accuracy of responses. The evaluation criterion that is testing in progress is in the area of new Centrex ordering capability.

4.0 Provisioning

The Provisioning domain evaluation was designed to review the systems, processes, and other operational elements associated with BellSouth's provisioning activities used for wholesale markets. The test examined functionality, compliance with measurement agreements, and comparable systems supporting BellSouth retail operations. Provisioning consisted of three tests, of which one was transaction-oriented and two were process-oriented. KPMG Consulting evaluated 113 evaluation criteria. One hundred two evaluation criteria were satisfied. Four evaluation criteria were not satisfied. Seven evaluation criteria remain testing in progress at this time. The evaluation criteria that are not satisfied are in the areas of directory listing, switch translation and intercept messaging. The evaluation criteria that are testing in progress are in the areas of line loss reporting and high capacity circuit provisioning and are pending the receipt of retail data in order to complete high capacity circuit provisioning parity analysis.

5.0 Maintenance and Repair

The primary objective of the M&R domain test was to determine whether adequate procedures, documentation and systems exist to allow an ALEC to identify, report, manage, and resolve troubles encountered with BellSouth supplied network elements. M&R consisted of eight tests, of which five were transaction-oriented. KPMG Consulting evaluated 100 evaluation criteria. All 100 evaluation criteria were satisfied at the time of data collection. However, as a result to the passage of time since data collection, KPMG Consulting is unable to assess the current performance of the underlying systems/or processes associated with 52 evaluation criteria.

6.0 Billing

The Billing domain included tests of both billing procedures and actual bills generated by the Customer Record Information System (CRIS), Carrier Access Billing System (CABS), and Integrated Billing Solution (Tapestry/IBS) systems. Billing consisted of five tests, of which two were transaction-oriented. KPMG Consulting evaluated 87 evaluation criteria. Eighty-one evaluation criteria were satisfied. Six evaluation criteria remain testing in progress at this time. The evaluation criteria that are testing in progress are in the area of UNE rate accuracy.

7.0 Performance Metrics Reporting

The PMR test family evaluated the processes and systems used to capture BellSouth retail and wholesale performance metrics for all domains, including Pre-Order, Order, Provisioning, Maintenance and Repair, Billing, Operator Services, and General. These tests also included a review of the metrics change management and notification processes.

PMR relied on operational and statistical analyses to facilitate a structured review of BellSouth's information processing, metric calculation and reporting procedures. BellSouth introduced a new version of the PMAP 4.0 during testing. At the time of this draft report, PMAP 4.0 was had just become publicly available. As BellSouth begins producing metrics data through the PMAP 4.0 environment, KPMG Consulting will conduct additional testing. PMR consisted of five tests, which contained 542 evaluation criteria. All 542 evaluation criteria remain testing in progress due to the introduction of PMAP 4.0.

In PMAP 2.6 environment, 369 of the 542 (68%) of the evaluation criteria had been satisfied prior to the release of PMAP 4.0.

C. Document Structure

This section describes the structure of the document and includes a list of each section number along with a brief description.

Table II-1: Document Overview

Section Number	Section	Content
I	Document Control	Identifies document distribution and necessary approvals.
II	Executive Summary	Describes the test and provides an overview of the results.
III	Relationship Management and Infrastructure Domain Results and Analysis Section	Describes the relationship management and infrastructure test domain. Provides the detailed test reports related to RMI.
IV	Pre-Order/Order Domain Results and Analysis Section	Describes the pre-ordering and ordering domain. Provides the detailed test reports related to the pre-ordering and ordering.
V	Provisioning Domain Results and Analysis Section	Describes the provisioning domain. Provides the detailed test reports related to provisioning.
VI	Maintenance and Repair Domain Results and Analysis Section	Describes the maintenance and repair domain. Provides the detailed test reports related to M&R.
VII	Billing Domain Results and Analysis Section	Describes the billing domain. Provides the detailed test reports related to billing.
VIII	Performance Metrics Domain Results and Analysis Section	Describes the process performance test section. Provides the detailed test reports related to Metrics.
Appendix A	Statistical Analysis	Statistical analysis for Performance Metrics.

Section Number	Section	Content
Appendix B	Glossary	Provides a list of terms and definitions used in the report.
Appendix C	Acronym Dictionary	Provides a list of acronyms used in the report.
Appendix D	Exceptions	Provides additional information regarding exceptions issued during the life of the test.
Appendix E	Observations	Provides additional information regarding observations issued during the life of the test.
Appendix F	Summary of Final Report Updates	Matrix summarizing the updates during the period from the June 21, 2002, Version 1.0 release to the July 30, 2002, Version 2.0 release.
Appendix G	Commercial Data Study	Provides information regarding the Commercial Data Study.

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III. Relationship Management and Infrastructure Domain Results and Analysis

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A. Test Results: Change Management Practices Verification and Validation Review (PPR1)

1.0 Description

The Change Management Practices Verification and Validation Review (PPR1) evaluated BellSouth's policies and procedures for managing changes to the Operating Support Systems (OSS) interfaces and business processes used by Alternative Local Exchange Carriers (ALEC). The change management practices for changes initiated by either BellSouth or an ALEC were evaluated in the test. Additionally, data was reviewed to evaluate change management of a major software release from initiation through implementation. The objectives of the test were to determine the adequacy and completeness of procedures for developing, publicizing, conducting, and monitoring change management. Interviews, attendance at change management meetings, reviews of BellSouth change notifications, and documentation reviews were conducted to evaluate BellSouth's change management process.

2.0 Business Process

This section describes BellSouth's change management business process used for changes to OSS interfaces and business processes.

2.1 Business Process Description

BellSouth uses the Change Control Process (CCP) to manage all changes to the current BellSouth OSS interfaces that impact ALECs. CLEC-affecting[1] changes require ALECs to modify the way they operate or to make modifications to system code. The CCP is also used to manage the retirement of OSS interfaces, as well as the addition of new OSS interfaces within CCP-specified intervals.[2] The BellSouth Change Control Team is comprised of the Change Control Manager and support personnel. While the Change Control Manager is responsible for CCP oversight, the support staff manages the CCP email distribution list, reviews Change Requests, and facilitates CCP meetings. The CCP supports the following types of Change Requests:

- Type 1 – System Outages;
- Type 2 – Regulatory Changes;
- Type 3 – Industry Standard Changes;
- Type 4 – BellSouth-Initiated Changes;
- Type 5 – ALEC-Initiated Changes; and

[1] CLEC-affecting is defined as "any change that potentially may cause a CLEC to modify the way it operates in conducting wholesale business transactions with BellSouth. Modifications to the way CLECs operate in conducting wholesale business transactions with BellSouth include, but are not limited to: (1) changes to CLEC system code; (2) changes in CLECs employee training; (3) changes to CLEC business methods and procedures at the transaction, clarification, or escalation levels (4) changes to the work assignments of CLEC personnel. Internal BellSouth process changes (either software or procedural) unique to the CLEC wholesale environment are CLEC-affecting." This definition applies to changes in the following: "…all three groupings of the components of "interfaces" as described by the FCC. These include (1) a point of interface (or gateway); (2) any electronic or manual processing links (transmission links) between the interface and BellSouth's internal operations systems (including all necessary back office systems and personnel); and (3) all of the internal operations support systems (or "legacy systems") that BellSouth uses in providing network elements and resale services to competing carriers."

[2] www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp_doc_bccp.html

- Type 6 – Correction of System and Documentation Defects.

System Outages (Type 1)

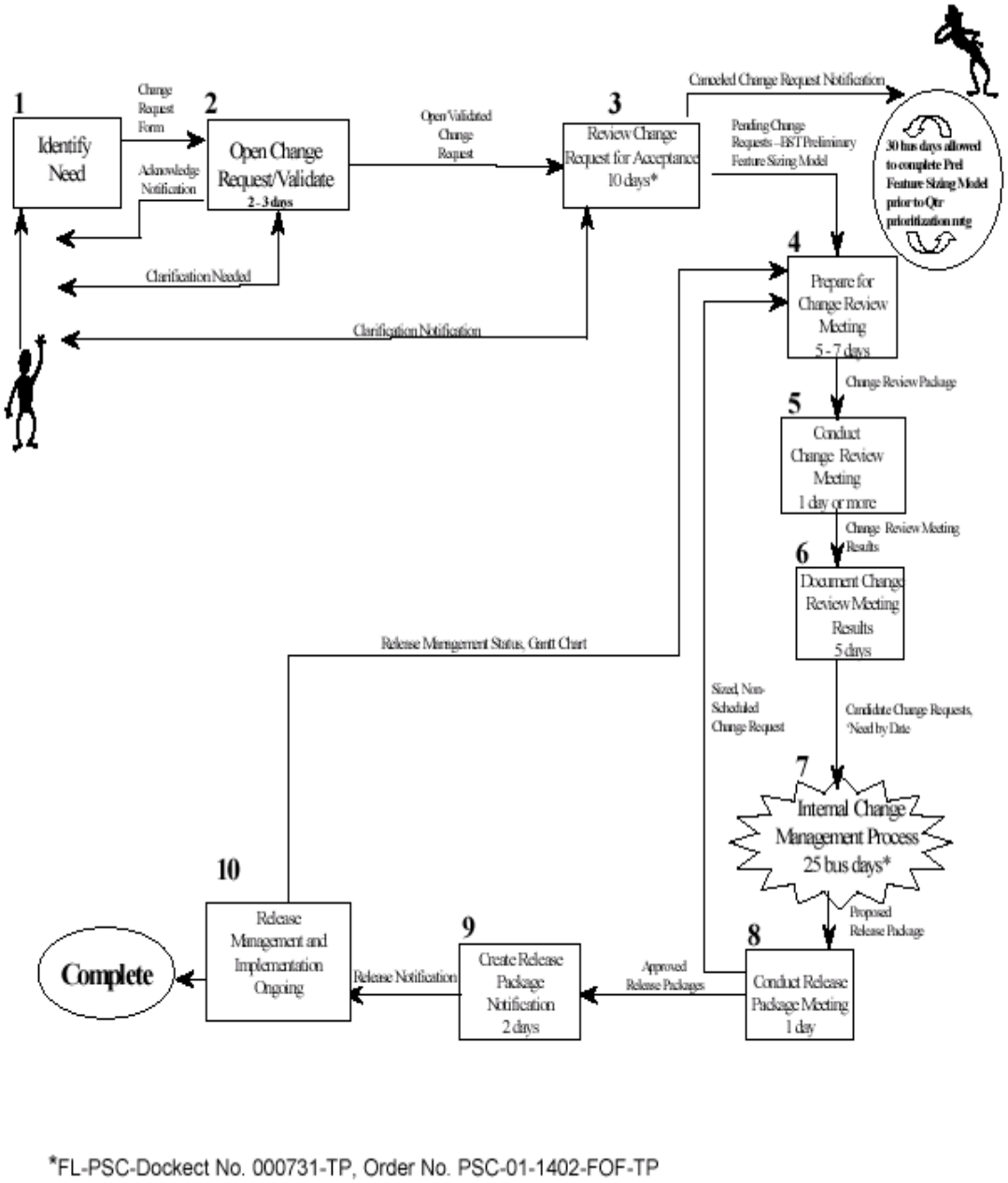
The BellSouth CCP is used to report system outages known as Type 1 Change Requests. System outages occur when the BellSouth OSS is unusable or there is degradation in an existing interface feature. The Electronic Communications Support Group communicates system outages to ALECs via notifications posted to the BellSouth CCP website in conjunction with sending these notifications to the CCP distribution list via email[3]. For system outages, the CCP is only responsible for maintaining the website and distribution lists.

Type 2-5 Change Requests

Type 2-5 Change Requests begin with the initiation of a Change Request Form. Each Change Request is categorized into one of the four types as described below. The Change Request then moves through the CCP as depicted in Figure 1.1.

[3] ALECs may add themselves to this distribution through a link on the CCP website.

Figure 1.1: Change Control Process[4]



*FL-PSC-Dockect No. 000731-TP, Order No. PSC-01-1402-FOF-TP

The CCP is used to initiate all Type 2-5 Change Requests, which are initiated by either BellSouth or an ALEC. Once initiated, BellSouth reviews the Change Request for completeness, logs the Change Request into the internal database, and assigns a number to each Change Request. BellSouth then provides an acknowledgement to the ALEC confirming that the Change Request was received and forwards the Change Request to the BellSouth Change Review Board (CRB). The CRB is comprised of BellSouth product subject matter experts (SME) and business rule

[4] Change Control Process, version 3.1, May 29, 2002, Pg. 27.

authors. The CRB reviews the Change Request for acceptance and provides a response within 10 business days to the Change Control Team of either "accepted" or "BellSouth cannot support." The Change Control Team provides this response to the originator (i.e. BellSouth or ALEC). If BellSouth cannot support the request, the CRB provides an explanation of the reason for denial. BellSouth may deny a Change Request for one or more of the following three reasons: high cost of implementing change, the change does not follow general industry direction, or the change is not technically feasible. BellSouth returns the Change Request to the originator with the reason for denial. The Change Request status is updated to show that the request has been canceled. The originating ALEC may request participation of a BellSouth subject matter expert (SME) to participate in the next monthly status meeting to address the denial of a Change Request. If the Change Request is accepted by the CRB, the request moves to "pending" status.

Regulatory Changes (Type 2)

BellSouth initiates Regulatory Change Requests when a state or federal regulatory body (e.g. FCC or State Public Service Commission) mandates a change to BellSouth's OSS. Once initiated, the Change Request moves through the CCP as described above. However, Regulatory Change Requests may not be denied by the CRB.

Once a Regulatory Change Request enters "pending" status, BellSouth moves it to the internal change management process for consideration for implementation in a future BellSouth software release[5].

Industry Standard Changes (Type 3)

BellSouth or an ALEC may initiate Industry Standard Change Requests when a new industry standard becomes available (e.g. New EDI Local Mechanization Specification (ELMS) or Local Service Order Gateway (LSOG) version). Once initiated, the Change Request moves through the CCP as described above. If an Industry Standard Change Request is approved by the CRB[6], the Change Request enters "pending" status. BellSouth then moves it to the internal change management process for consideration for implementation in a future BellSouth software release.

BellSouth-Initiated Changes (Type 4)

BellSouth-initiated Change Requests are introduced to the CCP during the CRB step of the process and follow the acceptance process explained above. In addition, BellSouth reviews the Change Request to determine if it is "CLEC-Affecting[1]." If a Change Request is accepted by the CRB and determined to be CLEC-affecting, a BellSouth-initiated Change Request is logged by the Change Control Team and assigned a Change Request number. The BellSouth-initiated request then receives a "pending" status. Once a Change Request has been placed in pending status, it is sent to the BellSouth User Requirements Team to be sized. This consists of BellSouth determining the number of units of development capacity necessary to implement the Change Request in a release. Accepted BellSouth-initiated Change Requests in "pending" status appear on the agenda at the following month's CCP Monthly Status meeting, at which time they are introduced to the ALEC community. The originator of a new Change Request is asked to provide a brief description and to address any questions.

Once every quarter, the monthly status meeting includes prioritization of pending Change Requests. Prior to a prioritization meeting, the ALEC Community is provided with the sizing

[5] See Release Management Process described in the Business Process Description section of this report.
[6] CRB may not deny an Industry Standard Change Request by citing a failure to follow general industry direction. Technical infeasibility or high cost of implementation may be reason for CRB denial.

information for each Change Request as well as the projected capacity of the year's remaining releases. Both BellSouth and the ALECs attending the meeting use this information to rank the pending BellSouth-initiated Change Requests. Once prioritized, the Change Request enters the BellSouth internal CCP for consideration for implementation in future releases. BellSouth uses the rankings resulting from prioritization to aid in the determination of which BellSouth-initiated Change Requests will be implemented.

CLEC-Initiated Changes (Type 5)

ALEC-initiated Change Requests enter the CCP when an ALEC sends a Change Request to BellSouth. BellSouth reviews the Change Request for completeness, logs the Change Request into the internal database, and assigns a number to each Change Request. BellSouth then provides an acknowledgement to the ALEC confirming that the Change Request was received and subsequently forwards the Change Request to the BellSouth Change Review Board (CRB) as described above.

ALEC-accepted Change Requests are placed in "pending" status and appear on the agenda at the following month's CCP Monthly Status meeting, at which time they are introduced to the ALEC community. The originator of a new Change Request is asked to provide a brief description and to address any associated questions.

Change Requests placed in pending status are also sent to the BellSouth User Requirements Team to be sized. This consists of BellSouth determining the number of units of development capacity necessary to implement the Change Request in a release. Once every quarter, the monthly status meeting includes prioritization of pending Change Requests. Prior to a prioritization meeting, the ALEC Community is provided with the sizing information for each Change Request as well as the projected capacity of the years remaining releases. Both BellSouth and the ALECs attending the meeting use this information to rank the pending ALEC-Initiated Change Requests. Once prioritized, the Change Request enters the BellSouth internal Change Control Process for consideration for implementation in future releases. BellSouth uses the rankings resulting from prioritization to aid in the determination of which ALEC-initiated Change Requests will be implemented.

Documentation and Interface Defects (Type 6)

The BellSouth CCP has a separate process for Defect Change Requests. Either BellSouth or an ALEC may submit Defect Change Requests to the Change Control Team. The Defect Change Request is logged, assigned a number, and forwarded to a group of SMEs for validation. The Change Control Team provides an acknowledgement to the originator indicating the Change Request was received. The intervals for this process vary based on the impact level of the defect. High-impact defects[7] require BellSouth to acknowledge the request within four hours; medium[8] or low[9]- impact defects require BellSouth to acknowledge the request within one business day. Further, high-impact defects are validated within one business day and corrected within ten business days. Medium- impact defects are corrected within ninety business days or using best effort, and low-impact defects are corrected using best effort.

[7] Defined as a "failure (that) causes impairment of critical system functions and no electronic workaround solution exists."
[8] Defined as a "failure (that) causes impairment of critical system functions, though a workaround solution does exist."
[9] Defined as a "failure (that) causes inconvenience or annoyance."

Release Management

Once BellSouth and the ALECs prioritize a Change Request, the Change Control Team provides the prioritization list to the BellSouth Release Management Team. The Release Management Team is responsible for integrating Change Requests from the CCP and the BellSouth internal groups into a master prioritized list. The Release Management team provides the master list to the BellSouth Executive Review Board (ERB) for approval.

From the BellSouth ERB approved master list, the Release Management Team develops a candidate request list, which typically consists of the 100 highest ranked Change Requests. The candidate request list is provided to BellSouth Technology Group (BTG), the liaison between BellSouth and the OSS development vendors, who develop the code for all of the BellSouth interfaces.

The OSS development vendors review the candidate request list and propose a release package, which is defined as a set of Change Requests to be implemented and a project plan for the implementation milestones. BTSI communicates the release package to the Release Management Team. Once the Release Management Team approves the release package, the OSS development vendors begin work on the draft user requirements. The approved release package is also provided to the Change Control Team for distribution to the ALECs. After the user requirements are drafted, the Change Control Team hosts a meeting with the ALECs to review and discuss the requirements.

BellSouth publishes an annual release schedule to the ALECs. The release schedule includes two major releases, two minor releases, and one industry release (i.e. New LSOG or ELMS version); or three major releases and two minor releases each year. The release types (i.e. Major, Minor, or Industry) have different intervals for completion of implementation steps. However, each type of release may contain similar release content. The intervals include the timeframes for providing Draft User Requirements, Final User Requirements, Final BellSouth Business Rules for Local Ordering (BBR-LO), and the Telecommunications Access Gateway (TAG) Application Program Interface (API) and/or Electronic Date Interchange (EDI) specifications. The release intervals also include dates when ALEC testing will be available in the CLEC Application Verification Environment (CAVE).

Documentation Changes (related to Release Management)

BellSouth documentation changes arising from a software release are distributed to ALECs via a Carrier Notification. These documentation changes are considered CLEC-affecting; therefore, the documentation is provided in accordance with the intervals specified in the CCP. BellSouth considers changes to documentation that do not cause ALEC code or operations changes to be non-system impacting. Non-system impacting changes to BellSouth business rules documentation are provided to ALECs at least 30 days in advance of the effective date. Software Release Notifications are provided 30 calendar days, or more, in advance of the implementation date.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target was to measure the completeness of procedures for developing, publicizing, conducting, and monitoring change management. The test included a review of the following change management sub-processes:

- Developing change proposals;
- Evaluating change proposals;
- Implementing change;
- Compliance with existing intervals;
- Updating documentation; and
- Tracking change proposals.

3.3 Data Sources

The data collected for the Change Management Practices Verification and Validation Review (PPR1) included the following:

- Two interviews with personnel from the BellSouth Change Control Team;
- Three interviews with personnel from the BellSouth Change Review Board
- Three interviews with personnel from the BellSouth Release Management Team;
- The BellSouth Change Control Process, version 3.1;
- BellSouth and ALEC-initiated Change Requests;
- BellSouth published Carrier Notifications;
- BellSouth End-to-End Process Flow, version 1.0; and
- Observation of BellSouth CCP meetings (June 2000-June 2002)

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

KPMG Consulting's review relied on interviews with members of the BellSouth Change Control Team, Change Review Board, and Release Management Team, as well as documentation reviews and observations of the CCP. Summaries of the information gathered during the interviews with the BellSouth Change Control Team, Change Review Board, and Release Management Team were provided to BellSouth for review and verification. The data were then analyzed against the evaluation measures established for the test.

The Change Management Practices Verification and Validation Review (PPR1) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the Change Management Practices Verification and Validation Review (PPR1).

The data collected were analyzed employing the evaluation criteria detailed in Table 1-2 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 1-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 1-2.

Table 1-1: Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	8	9
Total Closed as of as of Final Report Date	6	8
Total Remaining Open as of Final Report Date	2	1

Table 1-2: PPR1 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PPR1-1	Change management process responsibilities and activities are defined.	Satisfied	Change management process responsibilities and activities are defined. KPMG Consulting conducted interviews with the Change Control Team, Change Review Board, and the Release Management Team. During an interview with the Change Control Team on June 12, 2000, KPMG Consulting found that the change management process was not clearly defined or documented in the Change Control Process, version 1.5. As a result, KPMG Consulting issued Exception 23, addressing definition and documentation deficiencies of Carrier Notification procedures, and Exception 26, addressing definition and documentation deficiencies for correcting documentation defects. BellSouth updated the Change Control Process and published version 2.3 on May 18, 2001. The updated version defined and documented the procedures for correcting documentation defects. KPMG Consulting closed Exception 26. BellSouth updated the Change Control Process and published version 2.5 on June 18, 2001. The updated version defined and documented the carrier notification procedures. As a result, KPMG Consulting closed Exception 23. KPMG Consulting also conducted interviews

Test Reference	Evaluation Criteria	Result	Comments
			with the Change Review Board October 18, 2000 and April 26, 2001. KPMG Consulting found that the Change Review Board process was defined and documented in the BellSouth End-to-End Process Flow, version 1.0. KPMG Consulting conducted an interview with the Release Management Team April 26, 2001. KPMG Consulting found that portions of the release management process were neither defined nor documented. As a result of a series of interviews, KPMG Consulting issued Exception 106. KPMG Consulting conducted a refresh interview with the Change Control Team October 8, 2001. KPMG Consulting verified that the Change Control Process, version 3.1, was defined and implemented. KPMG Consulting conducted a refresh interview with the Change Review Board on October 11, 2001. KPMG Consulting confirmed that the Change Review Board followed the previously reviewed processes and re-verified that the process was defined and documented in the BellSouth End-to-End Process Flow, version 1.0. KPMG Consulting conducted a refresh interview with the Release Management Team on October 9, 2001. KPMG Consulting confirmed that the Release Management Team still followed the previously reviewed process and confirmed portions of the process remained undefined. BellSouth provided KPMG Consulting with additional documentation explaining the procedures for release development. KPMG Consulting reviewed the documentation and found it defined and documented the portion of the release process at issue in Exception 106. KPMG Consulting closed Exception 106. KPMG Consulting's review of the BellSouth Change Request website found that BellSouth was not classifying Change Requests as defects (Type 6) in accordance with the BellSouth definition of a defect. KPMG Consulting identified issues that were either incorrectly classified as features (Types 2, 4 or 5) or were not initiated in any change request. Therefore BellSouth was not providing documentation of system defects. As a result, KPMG Consulting

Test Reference	Evaluation Criteria	Result	Comments
			issued Exception 123. BellSouth responded that the defects had been identified, but BellSouth had failed to initiate Change Requests in the CCP for each issue. BellSouth provided documentation entitled Type 6 Defect Notification Process as well as a job aid, which describes the internal processes for identifying, managing, and resolving Type 6 defects in accordance with the Change Control Process. BellSouth has trained internal personnel on this process and provided them with both the Type 6 Defect Notification Process documentation and the relevant job aide End-To-End Process and Type 6 Job Aid. KPMG Consulting reviewed this documentation and found that it explains the roles and responsibilities for initiating and validating defects. KPMG Consulting is conducting a retest to ensure Type 6 defects are now initiated in accordance with the Change Control Process and BellSouth internal procedures. This is addressed by criteria 1-6 below. Exception 123 remains open pending conclusion of the retest.
PPR1-2	The change management process is in place and documented.	Satisfied	The change management process is in place and documented. KPMG Consulting conducted interviews with the Change Control Team, Change Review Board (CRB), and the Release Management Team. KPMG Consulting conducted an interview with the Change Control Team on June 12, 2000. KPMG Consulting found that the CCP was in place and documented in the Change Control Process, version 1.5. KPMG Consulting also conducted interviews with the CRB on October 18, 2000 and April 26, 2001. KPMG Consulting found that CRB process was in place and documented in the BellSouth End-to-End Process Flow, version 1.0. KPMG Consulting conducted an interview with the Release Management Team on April 26 2001. KPMG Consulting found that portions of the release management process were neither in place nor documented. As a result, KPMG Consulting issued Exception 106. KPMG Consulting conducted a refresh interview with the Change Control Team on October 8, 2001. KPMG Consulting was able to verify that

Test Reference	Evaluation Criteria	Result	Comments
			the Change Control Process, version 3.1, was documented and implemented. KPMG Consulting conducted a refresh interview with the CRB on October 11, 2001. KPMG Consulting confirmed that the CRB continued to follow the previously reviewed processes and verified the process remained in place and is documented in the BellSouth End-to-End-Process Flow, version 1.0. KPMG Consulting conducted a refresh interview with the Release Management Team on October 9, 2001. KPMG Consulting confirmed that the Release Management Team continued to follow the previously reviewed processes and found portions of the process were neither in place nor documented. BellSouth provided KPMG Consulting with additional documentation explaining the procedures for release development. KPMG Consulting reviewed the documentation and found that the portion of the release process at issue in Exception 106 was in place and documented. KPMG Consulting closed Exception 106. In addition, KPMG Consulting reviewed the following: ♦ Correspondence between the ALECs and the BellSouth Change Control Team; ♦ Change Requests; and ♦ Carrier Notifications. KPMG Consulting also regularly attended the following: ♦ CCP Monthly Status Meetings; ♦ Prioritization Meetings; ♦ Process Improvement Meetings; and ♦ User Requirements Meetings. KPMG Consulting's analysis of BellSouth Change Request website found that BellSouth was not classifying Change Requests as defects (Type 6) in accordance with the BellSouth definition of a defect. KPMG Consulting identified issues that were either incorrectly classified as features (Types 2, 4 or 5) or were not

Test Reference	Evaluation Criteria	Result	Comments
			initiated in any change request. Therefore BellSouth was not providing documentation of system defects. As a result, KPMG Consulting issued Exception 123. BellSouth responded that the defects had been identified, but BellSouth had failed to initiate Change Requests in the CCP for each issue. BellSouth provided documentation entitled Type 6 Defect Notification Process as well as a job aid, which describes the internal processes for identifying, managing, and resolving Type 6 defects in accordance with the Change Control Process. BellSouth has trained internal personnel on this process and provided them with both the Type 6 Defect Notification Process documentation and the relevant job aide End-To-End Process and Type 6 Job Aid. KPMG Consulting reviewed this documentation and found that the defect process is in place and documented. KPMG Consulting is conducting a retest to ensure Type 6 defects are now initiated in accordance with the Change Control Process and BellSouth internal procedures. This is addressed by Criteria 1-6 below. Exception 123 remains open pending conclusion of the retest. Through review of documentation produced by the Change Control Team and attendance at CCP meetings, KPMG Consulting was able to verify that the change management process is in place as documented in the Change Control Process, version 3.1
PPR1-3	The change management process has a framework to evaluate, categorize, and prioritize proposed changes.	Not Satisfied	The change management process does not have a complete framework to evaluate, categorize and prioritize Change Requests. KPMG Consulting conducted interviews with the Change Control Team, Change Review Board, and the Release Management Team. During an interview with the Change Control Team on June 12, 2000, KPMG Consulting found that the change management process for evaluating, categorizing and prioritizing Change Requests was defined in the Change Control Process, version 1.5. KPMG Consulting also conducted interviews with the CRB on October 18, 2000 and April 26, 2001. KPMG Consulting found that the CRB process had a framework for evaluation and

Test Reference	Evaluation Criteria	Result	Comments
			categorization of Change Requests. The CRB has no role in the prioritization process. KPMG Consulting reviewed the BellSouth End-to-End Process Flow, version 1.0, to ensure that the CRB process for evaluating and categorizing Change Requests was included. KPMG Consulting conducted an interview with the Release Management Team April 26, 2001. KPMG Consulting found that portions of the release management process did not provide a framework for the evaluation, categorization, and prioritization of Change Requests that allowed ALECs the ability to prioritize, assess the impact of, and plan resources for all Change Requests affecting the ALEC community. As a result, KPMG Consulting issued Exception 88. KPMG Consulting conducted a refresh interview with the Change Control Team October 8, 2001. KPMG Consulting verified that the Change Control Process, version 3.1, was implemented and provided a framework for the evaluation, categorization, and prioritization of Change Requests. KPMG Consulting conducted a refresh interview with the CRB on October 11, 2001. KPMG Consulting confirmed that the CRB followed the previously reviewed process and provided a framework for the evaluation and categorization of Change Requests. This process is documented in the BellSouth End-to-End Process Flow, version 1.0. KPMG Consulting conducted a refresh interview with the Release Management Team on October 9, 2001. KPMG Consulting confirmed that the Release Management Team continued to follow the previously reviewed processes and verified that the framework for the evaluation, categorization, and prioritization of Change Requests did not provide ALECs with the ability to prioritize, assess the impact of, and plan resources for all Change Requests affecting the ALEC community. On May 1, 2002, BellSouth provided a response to Second Amended Exception 88. The response proposed that BellSouth would implement a new Change Control Prioritization Process. The proposal stated that BellSouth would implement all Type 2 and Type 6 Change Requests as the

Test Reference	Evaluation Criteria	Result	Comments
			highest priority in all future releases. The proposal further stated that BellSouth would use the remaining release capacity, after Type 2 and 6 Change Requests had been scheduled, to schedule Type 3, 4 and 5 Change Requests. The proposal stated that this remaining capacity would be split equally between BellSouth and CLECs with CLECs receiving half of the remaining releases in which to prioritize and implement Change Requests. BellSouth would repeat this process with the other half of the remaining releases. On June 10, 2002, BellSouth provided a draft of the End-To-End Process Flow, version 2.1. KPMG Consulting reviewed the documentation and conducted an interview regarding this process with BellSouth on June 11, 2002. KPMG Consulting found that the BellSouth proposed prioritization process, along with the draft End-To-End Process Flow, Version 2.1, if implemented as described, would provide ALECs with a process to conduct mutual impact assessment and resource planning. Further, the process would allow ALECs a framework to evaluate, categorize, and prioritize Change Request that effect them. As this proposal has not yet been implemented and KPMG Consulting has therefore not had an opportunity to review it in operation, Exception 88 remains open.
PPR1-4	The change management process includes procedures for allowing input from all interested parties.	Not Satisfied	The change management process does not have a procedure to allow input from all interested parties. KPMG Consulting interviewed the Change Control and Release Management teams. During an interview with the Change Control Team on June 12, 2000, KPMG Consulting found that the change management process allowed ALECs to provide input on Change Requests via the Change Control Process, version 1.5. KPMG Consulting conducted an interview with the Release Management Team on April 26, 2001 and found that portions of the release management process did not allow ALECs to provide input into all Change Requests. Specifically, the process did not provide ALECs with the ability to prioritize, assess the impact of, and plan resources for all Change Requests affecting the ALEC community. KPMG Consulting issued Exception 88. KPMG Consulting conducted a refresh interview

Test Reference	Evaluation Criteria	Result	Comments
			with the Change Control Team on October 8, 2001 and was able to verify that the Change Control Process, version 3.1, was implemented and provided ALECs the opportunity to provide input on Change Requests. KPMG Consulting conducted a refresh interview with the Release Management Team on October 9, 2001 and confirmed that the Release Management Team continued to follow the previously reviewed processes and verified that a framework for ALECs to provide input to the internal change management process did not exist. On May 1, 2002, BellSouth provided a response to Second Amended Exception 88. The response proposed that BellSouth would implement a new Change Control Prioritization Process. The proposal stated that BellSouth would implement all Type 2 and Type 6 Change Requests as the highest priority in all future releases. The proposal further stated that BellSouth would use the remaining release capacity, after Type 2 and 6 Change Requests had been scheduled, to schedule Type 3, 4 and 5 Change Requests. The proposal stated that this remaining capacity would be split equally between BellSouth and CLECs with CLECs receiving half of the remaining releases in which to prioritize and implement Change Requests. BellSouth would repeat this process with the other half of the remaining releases. On June 10, 2002, BellSouth provided a draft of the End-To-End Process Flow, version 2.1. KPMG Consulting reviewed the documentation and conducted an interview regarding this process with BellSouth on June 11, 2002. KPMG Consulting found that the BellSouth proposed prioritization process along with the draft End-To-End Process Flow, Version 2.1, if implemented as described, would provide ALECs with a process to prioritize, assess the impact of, and plan resources for all Change Requests affecting the ALEC community. As this proposal has not yet been implemented and KPMG Consulting has therefore not had an opportunity to review it in operation, Exception 88 remains open.
PPR1-5	The change management process has defined	Satisfied	The change management process has defined intervals for considering and notifying customers

Test Reference	Evaluation Criteria	Result	Comments
	intervals for considering and notifying customers about proposed changes.		about proposed changes as defined in the Change Control Process, version 3.1. During an interview conducted with the Change Control Team on June 12, 2000, KPMG Consulting found that the change management process had defined intervals for most steps in the Change Control Process, version 1.5. KPMG Consulting conducted a refresh interview with the Change Control Team on October 8, 2001. KPMG Consulting was able to verify that the Change Control Process, version 3.1, was implemented and included defined intervals for considering and notifying ALECs of Change Requests.
PPR1-6	Documentation regarding proposed changes is distributed on a timely basis.	Not Satisfied	The change management process does not provide documentation of proposed changes on a timely basis. KPMG Consulting conducted a review of the BellSouth Carrier Notification Website beginning in May 2000. KPMG Consulting found that documentation of proposed changes was not provided on a timely basis as defined by the Change Control Process, version 1.5. KPMG Consulting issued Exception 5. BellSouth responded that KPMG Consulting had misclassified the types of notification provided and, therefore, applied the incorrect interval standard. KPMG Consulting agreed that an inappropriate standard was applied, but noted deficiencies in the Carrier Notification and Documentation defect processes. As a result, KPMG Consulting closed Exception 5 and issued Exception 23 and Exception 26. BellSouth updated the Change Control Process and published version 2.3 on May 18, 2001. The updated version defined and documented the procedures for correcting and providing notification of documentation defects. As a result, KPMG Consulting closed Exception 26. BellSouth updated the Change Control Process and published version 2.5 on June 18, 2001. The updated version defined and documented the Carrier Notification procedures. As a result, KPMG Consulting closed Exception 23. During further analysis of the BellSouth procedures for notifying ALECs of proposed

Test Reference	Evaluation Criteria	Result	Comments
			changes, KPMG Consulting found that BellSouth did not provide notification of System Outages (Type 1 Changes) in accordance with the Change Control Process, version 2.0. As a result, KPMG Consulting issued Exception 12. KPMG Consulting conducted a retest from March 12 through April 27, 2001of Exception 12 on and found that BellSouth failed to provide notification in accordance with the Change Control Process, version 2.2. KPMG Consulting issued Amended Exception 12. KPMG Consulting conducted a second retest on October 22 through December 10, 2001of Exception 12 and confirmed that BellSouth provides notification in accordance with the Change Control Process, version 3.1. As a result, KPMG Consulting closed Exception 12. KPMG Consulting's analysis of BellSouth Change Request website found that BellSouth was not classifying Change Requests as defects (Type 6) in accordance with the BellSouth definition of a defect. KPMG Consulting identified issues that were either incorrectly classified as features (Types 2, 4 or 5) or were not initiated in any change request. Therefore BellSouth was not providing documentation of system defects. As a result, KPMG Consulting issued Exception 123. BellSouth responded that the defects had been identified, but BellSouth had failed to initiate Change Requests in the CCP for each issue. BellSouth provided documentation entitled Type 6 Defect Notification Process as well as a job aid that describes the internal processes for identifying, managing, and resolving Type 6 defects in accordance with the Change Control Process. BellSouth has trained internal personnel on this process and provided them with both the Type 6 Defect Notification Process documentation and the relevant job aide, End-To-End Process and Type 6 Job Aid. KPMG Consulting is conducting a retest to ensure Type 6 defects are now initiated in accordance with the Change Control Process and internal procedures. Exception 123 remains open pending conclusion of the retest. KPMG Consulting continues to review the

Test Reference	Evaluation Criteria	Result	Comments
			BellSouth website to ensure that notification and documentation of System Impacting Changes is provided in a timely manner. KPMG Consulting identified additional instances of BellSouth's failure to provide timely notification and documentation of system impacting changes. As a result, KPMG Consulting issued Exception 155. BellSouth stated in their response to Exception 155 that some documentation referenced in Exception 155 had not been provided in accordance with the intervals defined by the Change Control Process. KPMG Consulting conducted a retest by reviewing the documentation associated with release 10.5, 10.6, and 11.0. KPMG Consulting found that the documentation associated with these releases had been provided in accordance with the Change Control Process and in a timely manner. As a result, KPMG Consulting closed Exception 155.
PPR1-7	Procedures and systems are in place to track information such as descriptions of proposed changes, key notification dates, and change status.	Satisfied	The Change Control Process, version 1.5, includes procedures to track Change Requests from initiation to implementation. Tracking information is available on the Change Control Process website. During an interview with the Change Control Team conducted on June 12, 2000, KPMG Consulting found that the change management process has procedures to track and provide status of Change Requests to all interested parties. The procedures for tracking Change Requests are located in the Change Control Process, version 1.5, as well as on the change management website. KPMG Consulting reviewed the tracking mechanisms available on the Change Control Process website. KPMG Consulting conducted a refresh interview with the Change Control Team on October 8, 2001. KPMG Consulting was able to verify that the Change Control Process, version 3.1, was implemented with procedures to track Change Requests. KPMG Consulting verified that the tracking information is available and accurate on the Change Control Process website.
PPR1-8	Criteria are defined for prioritizing and assigning severity codes to Change	Not Satisfied	While the change management process does have criteria for prioritization and assigning severity codes to Change Requests, the criteria does not

Test Reference	Evaluation Criteria	Result	Comments
	severity codes to Change Requests[10].		codes to Change Requests, the criteria does not allow ALECs to prioritize, assess the impact of, and plan resources for all Change Requests affecting the ALEC community. During an interview conducted with the Change Control Team on June 12, 2000, KPMG Consulting found that the change management process had criteria for prioritization and severity coding in the Change Control Process, version 1.5. During an interview with the Release Management Team on April 26, 2001, KPMG Consulting found that the existing criteria for portions of the release management process did not allow ALECs to assess the impact of, and plan resources for all Change Requests affecting the ALEC community. As a result, KPMG Consulting issued Exception 88. KPMG Consulting conducted a refresh interview with the Change Control Team on October 8, 2001. KPMG Consulting verified that the Change Control Process, version 3.1, was implemented and had criteria for prioritization and severity coding on Change Requests. KPMG Consulting conducted a refresh interview with the Release Management Team on October 9, 2001. KPMG Consulting found that the Release Management Team had undergone no changes and still operated using the existing criteria for prioritization and severity coding. On May 1, 2002, BellSouth provided a response to Second Amended Exception 88. The response proposed that BellSouth would implement a new Change Control Prioritization Process. The proposal stated that BellSouth would implement all Type 2 and Type 6 Change Requests as the highest priority in all future releases. The proposal further stated that BellSouth would use the remaining release capacity, after Type 2 and 6 Change Requests had been scheduled, to schedule Type 3, 4 and 5 Change Requests. The proposal stated that this remaining capacity would be split equally between BellSouth and CLECs with CLECs receiving half of the remaining releases in

[10]Defined as a process or set of processes for determining the order in which Change Requests will be implemented based on each Change Requests relative importance.

Test Reference	Evaluation Criteria	Result	Comments
			which to prioritize and implement Change Requests. BellSouth would repeat this process with the other half of the remaining releases. On June 10, 2002, BellSouth provided a draft of the End-To-End Process Flow, version 2.1. KPMG Consulting reviewed the documentation and conducted an interview regarding this process with BellSouth on June 11, 2002. KPMG Consulting found that the BellSouth proposed prioritization process along with the draft End-To-End Process Flow, Version 2.1, if implemented as described, would provide ALECs with criteria to prioritize, assess the impact of, and plan resources for all Change Requests affecting the ALEC community. As this proposal has not yet been implemented and KPMG Consulting has therefore not had an opportunity to review it in operation, Exception 88 remains open.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were eight evaluation criteria considered for the Change Management Practices Verification and Validation (PPR1) test. Four evaluation criteria received a satisfied result. Four evaluation criteria received a not satisfied result. Due to the not satisfied evaluation criteria (PPR1-3, PPR1-4, PPR1-6, and PPR1-8), it is KPMG Consulting's opinion that significant issues remain unresolved in the PPR1 testing area.

B. Test Results: Account Establishment and Management Process Verification and Validation Review (PPR2)

1.0 Description

The Account Establishment and Management Process Verification and Validation Review (PPR2) evaluated key aspects of BellSouth's policies and practices for establishing and managing account relationships with Alternate Local Exchange Carrier (ALEC) and Resale customers. The objective of this test was to determine the adequacy, completeness, and compliance with procedures for developing, publicizing, conducting, and monitoring account establishment and management activities. Interviews, documentation reviews, and comparisons were conducted to evaluate BellSouth's account establishment and management program. Additionally, the BellSouth ALEC Account Establishment and Management process was compared with retail practices for parity, to the extent that specific retail analogs were identified.

2.0 Business Process

This section describes BellSouth's account establishment and management process.

2.1 Business Process Description

The BellSouth Pre-Sale Quality Team (PQT)/Advisory Team[11] is responsible for the account establishment process. ALECs seeking to establish an account with BellSouth are directed to the PQT/Advisory Team via a toll free telephone number, the BellSouth website, or by referral from another BellSouth group. The PQT/Advisory Team provides ALECs with information related to the establishment of an account and also acts as the interface between BellSouth and ALECs during the account establishment process.

The PQT/Advisory Team provides an electronic brochure[12] that explains the account establishment process as well as the steps required to become an ALEC in the BellSouth region. Included in the brochure are a sample contract and details of the steps necessary for initiating a wholesale contract with BellSouth. Once a contract is signed, the PQT/Advisory Team sends the ALEC a start-up guide binder that includes a checklist that details the items that must be completed by the ALEC. The binder includes a master account application, a credit profile, and applications for obtaining Local Exchange Navigation System (LENS) access, Operating Company Numbers (OCNs) and Access Customer Name Abbreviation (ACNA) codes. The information provided to the ALEC is customized based on the ALEC's service offerings. The PQT/Advisory Team reviews this start-up binder with the ALEC and maintains an active file for each ALEC until the account establishment package is complete.

When the ALEC completes the requirements listed above the PQT/Advisory Team works with the Local Carrier Service Center (LCSC) to establish a Q account, or Master Account, for the ALEC. Once a Q account is established, the PQT/Advisory Team forwards the ALEC's file to the Sales Director and the Sales Support Director. The Sales Director and Sales Support Director review the ALECs file and determine which Account Team, if applicable, and CLEC Care Team will be assigned. The PQT/Advisory Team then notifies the ALEC of its CLEC Care Team

[11] The PQT was renamed the Advisory Team on January 1, 2002. The responsibilities for Account Establishment did not change as a result. The group will be referred to as the "PQT/Advisory Team" for the purposes of this report.
[12] http://www.interconnection.bellsouth.com/become_a_clec/html/set_up.html

assignment and, if applicable, its Account Team assignment. The ALEC is directed to begin contacting its assigned CLEC Care Team and / or its Account Team for all future issues.

The Account Team, if one is assigned, and the CLEC Care Team conduct an initial meeting with each newly assigned ALEC. During the initial meeting, the Account Team and the CLEC Care explain their respective roles and responsibilities to the ALEC. In addition, the Account Team/CLEC Care Team and the ALEC negotiate the procedures used for both normal and urgent communication. For example, agreeing to communicate via email under normal circumstances, but to send a page in the event of an urgent matter. The Account Team/CLEC Care Team also stresses the importance of reading Carrier Notifications posted to the BellSouth interconnection website. These notifications provide general information to wholesale customers.

During the initial meeting, new ALECs are also provided with contact information for the various BellSouth support organizations (e.g. LCSC, Performance Measurements Analysis Platform CLEC Interface Group (PMAP CIG) or Electronic Communications (EC) Support Group). Escalation procedures related to the Account Team/CLEC Care Team as well as the BellSouth organizations with which ALECs interact are also provided. Escalation information is also provided via the BellSouth interconnection website.

The BellSouth Account Team and CLEC Care Team are responsible for ongoing account management of an ALEC account. The CLEC Care Team includes a Sales Support Director, a Local Contract Manager, and a Local Support Manager. Local Support Managers may support customers from a pooled resource group or be assigned to specific customers. Pooled Local Support Managers are contacted via a toll free telephone number[13]. The CLEC Care Team is responsible for providing support to ALECs prior to the issuance of orders and pre-orders for simple resale and Unbundled Network Elements (UNE) products. This support is focused on both helping ALECs understand business rules and also in reviewing issues and concerns related to an ALEC's interconnection with BellSouth. When an ALEC brings an issue to the CLEC Care Team, The CLEC Care Team is responsible for either resolving the ALEC's issue or facilitating its resolution. Issue resolution may require the CLEC Care Team work with internal BellSouth groups (e.g. ordering and pre-order subject matter experts (SMEs), Billing Team, PMAP Team, and contract negotiators). The CLEC Care Team has methods and procedures that detail the processes used to manage issues that must be worked by internal BellSouth groups. These methods and procedures include processes for issue intake, contact information for all applicable internal BellSouth groups, and procedures for issue tracking.

In certain cases, the CLEC Care Team may refer an ALEC directly to a BellSouth center for resolution of an issue. For example, questions regarding the processing of a Local Service Request (LSR) may be directed to the LCSC or the Customer Support Manager (CSM) while issues with PMAP report content may be best directed to the PMAP group.

An Account Team is assigned to support those ALECs that purchase (or expect to purchase) premium and complex resale products. Account Team support typically involves sales oriented activities focused on identifying and developing business solutions that incorporate the use of these products. Examples of premium products include access related products, wireless transport, and Advanced Intelligent Network (AIN) services. Examples of complex resale products include ISDN, Frame Relay, and Centrex. The Account Team is comprised of an

[13] Determination of whether or not an ALEC is assigned to a Local Support Manager (LSM) or the pool of Local Support Mangers is based on certain requirements preset by BellSouth. ALECs that meet the requirements will be assigned to a specific LSM.

Account Manager, a Network Sales Engineer, and an Industrial Specialist. Only ALECs that order access and complex resale products will be assigned to an Account Team. The Account Team is also provided methods and procedures for issue resolution in the event ALEC inquiries require consultation with internal BellSouth groups. These procedures are identical to those provided to the CLEC Care Team described above.

Both the Account Team and CLEC Care Team may be required to have written responses to ALEC inquires reviewed by the BellSouth External Response Team (ERT). The ERT is responsible for ensuring that responses provided to ALECs are accurate and written in a professional manner. The Account Team and CLEC Care Team are provided with methods and procedures for determining which issues must be reviewed by the ERT and processes for providing the ERT with the necessary materials to complete its review.

The BellSouth Account Team and CLEC Care Team are evaluated semi–annually based on preset revenue targets and customer feedback. Customer feedback is received through customer report cards. The Account Team/CLEC Care Team chooses which ALECs from which to request feedback. In addition, the number of escalations for each Account Team/CLEC Care Team is taken into consideration. The combination of these factors is used to complete employee evaluations for the Account Team and CLEC Care Team.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target was BellSouth policies and practices for establishing and managing ALEC account relationships. Account establishment and management activities, such as requests for Account Manager assistance, are included in the scope of this test. The Account Establishment and Management Process Verification and Validation Review (PPR2) included the following processes and sub-processes:

- Establishing an account relationship with specific attention to staffing;
- Maintaining an account relationship;
  - Customer contact;
  - Intervals;
  - Escalation;
  - Routine and urgent customer communication;
  - Customer documentation; and
  - Account and capacity management process.

3.3 Data Sources

The data collected for the Account Establishment and Management Process Verification and Validation Review (PPR2) included the following:

- Interviews with personnel from the BellSouth Account Team and CLEC Care Team;
- Interviews with personnel from the BellSouth PQT/Advisory Team;
- Interviews with personnel from the ALEC's who routinely interact with the Account Team and CLEC Care Team.
- The BellSouth Start-Up Guide[14];
- The BellSouth Account Team/CLEC Care Team Methods and Procedures – Account Team Information Package; and
- Observations of interaction between the KPMG Consulting Pseudo-ALEC and the BellSouth Account Team and CLEC Care Team.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

KPMG Consulting's review relied upon documentation review and interviews with members of the BellSouth Account Team, the CLEC Care Team, and the PQT/Advisory Team. Summaries of the information gathered during the interviews with the Account Team, CLEC Care Team, and the PQT/Advisory Team were provided to BellSouth to verify the accuracy of the information documented. KPMG Consulting then analyzed the data against the evaluation measures established for the test.

The Account Establishment and Management Process Verification and Validation Review (PPR2) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the Account Establishment and Management Process Verification and Validation Review (PPR2).

The data collected were analyzed employing the evaluation criteria detailed in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 2-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 2-2.

[14]http://www.interconnection.bellsouth.com/guides/activation/pdf/startup5.pdf

Table 2-1: Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	5	4
Total Disposed of as of Final Report Date	5	4
Total Remaining Open as of Final Report Date	0	0

Table 2-2: PPR2 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PPR2-1	Account establishment and management responsibilities and activities are defined.	Satisfied	BellSouth has defined responsibilities for account establishment and management as documented in the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[15]. KPMG Consulting conducted initial interviews with the Account Team on June 29, 2000 and the PQT/Advisory Team on August 15, 2000 to review account establishment and management process responsibilities and activities. KPMG Consulting's initial review found that BellSouth did not have defined procedures and activities for the Account Team. As a result, KPMG Consulting issued Exception 4. BellSouth provided KPMG Consulting with the Account Team Information Package –Account Team Methods and Procedures[16], and the Account Team Rules of Engagement[17]. KPMG Consulting reviewed the documentation and found that it defined the responsibilities and activities of the Account Management team. KPMG Consulting closed Exception 4. KPMG Consulting found that BellSouth did not have a defined process for addressing ALEC issues related to collocation. As a result, KPMG Consulting issued Exception 65. BellSouth updated the Account Team Information Package – Account Team Methods and Procedures[18] to include a process for addressing ALEC issues related to collocation. In addition, BellSouth provided the Account Team Regional Collocation Center – Account Team

[15] Version 10
[16] Version 3
[17] Version 1
[18] Version 7

Test Reference	Evaluation Criteria	Result	Comments
			Regional Collocation Coordinator Procedures and the Transfer of Collocation Ownership Procedures. KPMG Consulting reviewed the documentation and found that it defined the Account Team's responsibilities in the collocation process. KPMG Consulting closed Exception 65. KPMG Consulting found that BellSouth did not have a defined process for addressing ALEC billing related inquiries. As a result, KPMG Consulting issued Exception 67. BellSouth updated the Account Team Information Package – Account Team Methods and Procedures[9] to include a process for addressing ALEC billing inquiries. An updated version of the CLEC Billing Guide[19] was posted to the BellSouth interconnection website. KPMG Consulting reviewed the documentation and found that it defined the Account Team's responsibilities and actions for resolving ALEC billing inquiries. KPMG Consulting closed Exception 67. KPMG Consulting also found that BellSouth did not have a defined process for addressing ALEC inquiries related to BellSouth published metrics. As a result, KPMG Consulting issued Exception 95. BellSouth updated the Account Team Information Package – Account Team Methods and Procedures[20] with a process for addressing ALEC inquiries related to BellSouth published metrics. In addition, BellSouth provided Performance Measurement Analysis Platform (PMAP) Procedures, CLEC Interface Group (CIG) Information Package[8]. KPMG Consulting reviewed the documentation and found that it defined the Account Team's responsibilities and actions for resolving ALEC metrics inquiries. KPMG Consulting closed Exception 95. KPMG Consulting conducted additional interviews with the Account Team and the PQT/Advisory Team on October 16, 2001. KPMG Consulting verified that the process responsibilities and activities documented in the

[19] August 29, 2001
[20] Version 8
[21] Version 9

Test Reference	Evaluation Criteria	Result	Comments
			Account Team Information Package – Account Team Methods and Procedures[11] were in place. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of the CLEC Care Team. KPMG Consulting reviewed the updated Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[21], and conducted new interviews with the Account Team and CLEC Care Team. KPMG Consulting found that neither the Account Team nor the CLEC Care Team had defined procedures for handling ordering issues. As a result, KPMG Consulting issued Exception 148. BellSouth updated the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[6] to include procedures for handling ordering issues. KPMG Consulting reviewed the documentation and found that it defined both the Account Team and CLEC Care Team's role in handling ALEC ordering issues. KPMG Consulting closed Exception 148.
PPR2-2	Account management staff is organized to provide account coverage.	Satisfied	The BellSouth Account Team, CLEC Care Team, and PQT/Advisory Team are organized to provide account coverage as documented in the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[6]. KPMG Consulting conducted initial interviews with the Account Team on June 29, 2000 and the PQT/Advisory Team on August 15, 2002 and determined that the Account Team, CLEC Care Team, and PQT/Advisory Team are organized to provide account coverage. KPMG Consulting reviewed the Account Team Information Package – Account Team Methods and Procedures[6]. This document explains the BellSouth organization structure and account coverage. KPMG Consulting conducted additional interviews with the Account Team and the PQT/Advisory Team on October 16, 2001. KPMG Consulting verified that the BellSouth account establishment and management staffs were organized to provide account coverage. On January 4, 2002, BellSouth announced

Test Reference	Evaluation Criteria	Result	Comments
			changes to the BellSouth Account Team structure. This change resulted in the formation of the CLEC Care Team. KPMG Consulting reviewed the new Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[6] and conducted interviews with both the Account Team and the CLEC Care Team representatives on March 12, 2002 and March 14, 2002, respectively. KPMG Consulting's review of the Account Team/CLEC Care Team documentation as well as interviews conducted confirmed that the BellSouth Account Management staff is organized to provide account coverage. KPMG Consulting also observed account coverage between KPMG Consulting's pseudo-ALEC and the BellSouth Account Team and CLEC Care Team.
PPR2-3	A description of the account establishment and management process is documented.	Satisfied	BellSouth has a full description of the account establishment and management process documented. KPMG Consulting reviewed the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[6], and The ALEC Start-Up Guide[22]and discovered that a description of the account establishment and management process was not fully documented. KPMG Consulting's initial review found that BellSouth did not have documentation of account management and establishment procedures. As a result, KPMG Consulting issued Exception 4. BellSouth provided KPMG Consulting with the Account Team Information Package – Account Team Methods and Procedures[7]and the Account Team Rules of Engagement[8]. KPMG Consulting reviewed the documentation and found that it described the account establishment and management process. KPMG Consulting closed Exception 4. KPMG Consulting found that BellSouth did not have documentation for the process for addressing ALEC issues related to collocation. As a result, KPMG Consulting issued Exception 65.

[22] Version 1.5

Test Reference	Evaluation Criteria	Result	Comments
			BellSouth updated the Account Team Information Package – Account Team Methods and Procedures[9] to include a process for addressing ALEC issues related to collocation. BellSouth also provided KPMG Consulting with the Account Team Regional Collocation Center – Account Team Regional Collocation Coordinator Procedures and the Transfer of Collocation Ownership Procedures. KPMG Consulting reviewed the documentation and found that it described the Account Team's responsibilities in the collocation process. KPMG Consulting closed Exception 65. KPMG Consulting found that BellSouth did not have documentation of the process for addressing ALEC billing related inquiries. As a result, KPMG Consulting issued Exception 67. BellSouth updated the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[9] to include a process for addressing ALEC billing related inquiries and posted an updated version of the CLEC Billing Guide on the BellSouth interconnection website. KPMG Consulting reviewed the documentation and found that it described the Account Team's role in resolving ALEC billing inquiries. KPMG Consulting closed Exception 67. KPMG Consulting found that BellSouth did not have documentation of the process for addressing ALEC inquiries related to BellSouth published metrics. As a result KPMG Consulting issued Exception 95. BellSouth updated the Account Team Information Package – Account Team Methods and Procedures[11] to include a process for addressing ALEC inquiries related to BellSouth published metrics. BellSouth also provided KPMG Consulting with Performance Measurement Analysis Platform (PMAP) Procedures and CLEC Interface Group (CIG) Information Package[8]. KPMG Consulting reviewed the documentation and found that it described the Account Team's role in resolving ALEC metrics inquiries. KPMG Consulting closed Exception 95. KPMG Consulting conducted additional interviews with the Account Team and the PQT/Advisory Team on October 16, 2001.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting verified that the account establishment and management processes, documented in the Account Team Information Package – Account Team Methods and Procedures[11] were in place. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of the CLEC Care Team. KPMG Consulting reviewed the updated Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[12]. KPMG Consulting found that neither the Account Team nor the CLEC Care Team had documented procedures for handling ordering issues. As a result, KPMG Consulting issued Exception 148. BellSouth updated the Account Team Information Package – Account Team Methods and Procedures[6] to include procedures for handling ordering issues. KPMG Consulting reviewed the documentation and found that it defined the Account Team and CLEC Care Team's role in handling ALEC ordering issues. KPMG Consulting closed Exception 148.
PPR2-4	Instructions for contacting Account Managers are defined and published.	Satisfied	BellSouth has defined and published contact information for the account management and establishment staff. Initial contact information for the PQT/Advisory Team is published on the BellSouth interconnection website. Once the ALEC completes the interconnection process, the ALEC is assigned to an Account Team and CLEC Care Team and provided with contact information. KPMG Consulting conducted interviews with the Account Team on June 29, 2000 and the PQT/Advisory Team on August 15, 2000 to review the process for contacting the PQT/Advisory Team and the Account Team. KPMG Consulting reviewed the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[6]. The documentation explains how the Account Team instructs their customers to contact them and other BellSouth groups. The BellSouth website

Test Reference	Evaluation Criteria	Result	Comments
			contains contact information for the PQT/Advisory Team[23]. KPMG Consulting conducted additional interviews with the Account Team and the PQT/Advisory Team on October 16, 2001. KPMG Consulting verified that the processes for contacting the PQT/Advisory Team and the Account Team, documented in the Account Team Information Package – Account Team Methods and Procedures[11] were in place. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of the CLEC Care Team. KPMG Consulting reviewed the updated Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[6]and conducted interviews with the Account Team and CLEC Care Team on March 12, 2002 and March 14, 2002 respectively. During the new Account Team and CLEC Care Team interviews, review of updated Account Team/CLEC Care Team documentation, and review of the BellSouth website, KPMG Consulting verified that the processes for contacting the Account Team, CLEC Care Team, and PQT/Advisory Team are defined and published. KPMG Consulting observed the interaction between BellSouth Account Management Personnel and the KPMG Consulting pseudo-ALEC throughout the duration of the test. KPMG Consulting was able to verify through these observations that the processes used to contact the Account Team, CLEC Care Team, and Advisory functioned as documented. KPMG Consulting also held discussion with ALECs regarding their contact with the Account Team/CLEC Care Team.
PPR2-5	Procedures for receiving, managing and resolving customer inquiries are defined.	Satisfied	BellSouth has defined procedures for receiving, managing, and resolving customer inquiries as documented in the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[6]. KPMG Consulting conducted interviews with the

[23] http://www.interconnection.bellsouth.com/become_a_clec/index.html

Test Reference	Evaluation Criteria	Result	Comments
			Account Team on June 29, 2000 regarding this process. KPMG Consulting's initial review found that BellSouth did not have defined procedures for receiving, managing, and resolving ALEC issues. As a result, KPMG Consulting issued Exception 4. BellSouth provided KPMG Consulting with the Account Team Information Package – Account Team Methods and Procedures[7]and the Account Team Rules of Engagement[8]. KPMG Consulting reviewed the documentation and found that it defines the procedures for managing customer inquiries. KPMG Consulting closed Exception 4. Further review found that BellSouth did not have a defined process for managing ALEC issues related to collocation. As a result, KPMG Consulting issued Exception 65. BellSouth updated the Account Team Information Package – Account Team Methods and Procedures[9] to include a process for managing ALEC issues related to collocation. BellSouth also provided KPMG Consulting with the Account Team Regional Collocation Center – Account Team Regional Collocation Coordinator Procedures and the Transfer of Collocation Ownership Procedures documents. KPMG Consulting reviewed the documentation and found that it defined the Account Team process for managing ALEC issues related to collocation. KPMG Consulting closed Exception 65. KPMG Consulting found that BellSouth did not have a defined process for managing ALEC billing related inquiries. As a result, KPMG Consulting issued Exception 67. BellSouth updated the Account Team Information Package – Account Team Methods and Procedures[9] to include a process for managing ALEC billing inquiries as well as posted an updated version of the CLEC Billing Guide to the BellSouth interconnection website. KPMG Consulting reviewed the documentation and found that it defined the Account Team process for resolving ALEC billing inquiries. KPMG Consulting closed Exception 67. KPMG Consulting found that BellSouth did not have a defined process for managing ALEC inquiries related to BellSouth published metrics. As a result KPMG Consulting issued Exception

Test Reference	Evaluation Criteria	Result	Comments
			95. BellSouth updated the Account Team Information Package – Account Team Methods and Procedures[11] to include a defined process for managing ALEC inquiries related to BellSouth published metrics. BellSouth also provided KPMG Consulting with PMAP procedures, CLEC Interface Group (CIG) Information Package[8]. KPMG Consulting reviewed the documentation and found that it defined the Account Team process for resolving ALEC metrics issues. KPMG Consulting closed Exception 95. KPMG Consulting conducted additional interviews with the Account Team on October 16, 2001. KPMG Consulting verified that the processes for receiving, managing, and resolving customer inquiries, documented in the Account Team Information Package – Account Team Methods and Procedures[11] were in place. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of the CLEC Care Team. KPMG Consulting reviewed the updated Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[12] and conducted interviews with the Account Team and CLEC Care Team on March 12 2002, and March 14, 2002 respectively. KPMG Consulting found that neither the Account Team nor the CLEC Care Team had defined procedures for managing or resolving ordering issues. As a result, KPMG Consulting issued Exception 148. BellSouth updated the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[6] to include procedures for managing or resolving ordering issues. KPMG Consulting reviewed the documentation and found that it defined the Account Team's and CLEC Care Team's roles in managing and resolving ALEC ordering issues. KPMG Consulting closed Exception 148.
PPR2-6	Procedures for escalating time-sensitive and unresolved customer issues are defined.	Satisfied	BellSouth has procedures for escalating time-sensitive and unresolved customer issues documented in the Account Team/CLEC Care Team Information Package – Account Team

Test Reference	Evaluation Criteria	Result	Comments
	are defined.		Methods and Procedures[6]. KPMG Consulting conducted interviews with the Account Team on June 29, 2000 to review these procedures. KPMG Consulting's initial review found that BellSouth did not have procedures for escalating critical, time-sensitive, and unresolved customer inquiries. As a result, KPMG Consulting issued Exception 4. BellSouth provided KPMG Consulting with the Account Team Information Package – Account Team Methods and Procedures[7] and the Account Team Rules of Engagement[8]. KPMG Consulting reviewed the documentation and found that it defines procedures for escalating critical, time-sensitive, and unresolved customer issues. KPMG Consulting closed Exception 4. KPMG Consulting conducted additional interviews with the Account Team on October 16, 2001. KPMG Consulting verified that the processes for escalating critical, time-sensitive, and unresolved customer issues, documented in the Account Team Information Package – Account Team Methods and Procedures[11] were in place. KPMG Consulting reviewed the ERT processes including review of the Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[6]. KPMG Consulting found that the document provides the Account Team with direction on which issues to forward to ERT. The process also explains what information the Account Team/CLEC Care Team needs to provide to ERT in order to conduct its review. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of the CLEC Care Team. KPMG Consulting reviewed the updated Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[6] and conducted interviews with the Account Team and CLEC Care Team on March 12, 2002 and March 14, 2002 respectively. During both the new Account Team and CLEC Care Team interviews and review of updated

Test Reference	Evaluation Criteria	Result	Comments
			Account Team/CLEC Care Team documentation, KPMG Consulting verified that the procedures for escalating critical, time-sensitive, and unresolved customer issues were defined and published.
PPR2-7	Procedures for routine, regular communications to customers are defined.	Satisfied	BellSouth procedures for routine, regular communications to customers are defined in the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[6]. KPMG Consulting conducted interviews with the Account Team on June 29, 2000 to review procedures for making routine, regular communications to customers. KPMG Consulting's initial review found that BellSouth did not have procedures for routine customer communications. As a result, KPMG Consulting issued Exception 4. BellSouth provided KPMG Consulting with the Account Team Information Package – Account Team Methods and Procedures[7] and the Account Team Rules of Engagement[8]. KPMG Consulting reviewed the documentation and found that it defines the procedures for routine, regular communications with ALECs. KPMG Consulting closed Exception 4. KPMG Consulting conducted additional interviews with the Account Team on October 16, 2001. KPMG Consulting verified that the process for routine, regular communications to customers, documented in the Account Team Information Package – Account Team Methods and Procedures[11] were in place. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of the CLEC Care Team. KPMG Consulting reviewed the updated Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[6] and conducted interviews with the Account Team and CLEC Care Team on March 12, 2002 and March 14, 2002 respectively. During the new Account Team and CLEC Care Team interviews and review of updated Account Team/CLEC Care Team documentation, KPMG Consulting verified that the procedures for

Test Reference	Evaluation Criteria	Result	Comments
			regular communication with ALECs were defined.
PPR2-8	Procedures for emergency notifications and communications to customers are defined.	Satisfied	BellSouth has procedures for emergency notifications and communications to customers documented in the Account Team/CLEC Care Team Information – Account Team Methods and Procedures[6]. KPMG Consulting conducted interviews with the Account Team on June 29, 2000 to review these procedures. KPMG Consulting's initial review found that BellSouth did not have any of the above-stipulated procedures. As a result, KPMG Consulting issued Exception 4. BellSouth provided KPMG Consulting with the Account Team Information Package – Account Team Methods and Procedures[7] and the Account Team Rules of Engagement[8]. KPMG Consulting reviewed the documentation and found that it defines the account team emergency notification and communication. KPMG Consulting closed Exception 4. KPMG Consulting conducted additional interviews with the Account Team on October 16, 2001. KPMG Consulting verified that the process for emergency notifications and communications to customers, documented in the Account Team Information Package – Account Team Methods and Procedures[11] were in place. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of an additional group known as the CLEC Care Team. KPMG Consulting reviewed the updated Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[12] and conducted new interviews with the Account Team and CLEC Care Team on March 12, 2002 and March 14, 2002 respectively. During the new Account Team and CLEC Care Team interviews and review of updated Account Team/CLEC Care Team documentation, KPMG Consulting verified that the procedures for emergency communications with ALECs are defined.
PPR2-9	BellSouth has procedures for Account Manager coverage in the event that	Satisfied	BellSouth has procedures for account coverage in the event that account team personnel are absent from the office documented in the Account

Test Reference	Evaluation Criteria	Result	Comments
	Account Managers are absent from the office for more than one day for vacations, illness, training and similar occurrences.		Team/CLEC Care Team Information – Account Team Methods and Procedures[6]. KPMG Consulting conducted interviews with the Account Team on June 29, 2000 and the PQT/Advisory Team on August 15, 2000 to review the procedures for account coverage in the event that account team personnel are absent from the office. KPMG Consulting's initial review found that BellSouth did not have defined coverage procedures and activities for the Account Management team. As a result, KPMG Consulting issued Exception 4. BellSouth provided KPMG Consulting with the Account Team Information Package – Account Team Methods and Procedures[7] and the Account Team Rules of Engagement[8]. KPMG Consulting reviewed the documentation and found that it defines the policy for Account Coverage in the event Account Team personnel are away from the office. KPMG Consulting closed Exception 4. KPMG Consulting conducted additional interviews with the Account Team and the PQT/Advisory Team on October 16, 2001. KPMG Consulting verified that the process for account coverage, documented in the Account Team Information Package – Account Team Methods and Procedures[11] were in place. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of the CLEC Care Team. KPMG Consulting reviewed the updated Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[6] and conducted new interviews with the Account Team and CLEC Care Team on March 12, 2002 and March 14, 2002 respectively. During the new Account Team and CLEC Care Team interviews and review of updated Account Team/CLEC Care Team documentation, KPMG Consulting verified that the procedures for Account Team, CLEC Care Team, and PQT/Advisory Team coverage were defined. KPMG Consulting observed interaction between BellSouth and the KPMG Consulting Pseudo-ALEC to confirm that the procedures for account

Test Reference	Evaluation Criteria	Result	Comments
			coverage are in place as documented.
PPR2-10	Account Manager responsibilities are posted on the BellSouth website.	Satisfied	The Account Team and the PQT/Advisory Team responsibilities are accurately posted on the BellSouth website[24]. KPMG Consulting reviewed the Start-Up Guide, version[13]. The Start-Up guide provides an overview of the Account Team responsibilities and explains the PQT/Advisory Team process. KPMG Consulting conducted additional interviews with the Account Team and the PQT/Advisory Team on October 16, 2001. KPMG Consulting verified that the Account Manager and the PQT/Advisory Team responsibilities posted on the BellSouth website are in place. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of an additional group known as the CLEC Care Team. KPMG Consulting reviewed the updated Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[6] and conducted new interviews with the Account Team and CLEC Care Team on March 12, 2002 and March 14, 2002 respectively. KPMG Consulting verified that the Account Team/CLEC Care Team responsibilities posted on the BellSouth website are in place.
PPR2-11	Customer calls are returned on the same day in which they are received when the Account Manager is in the office, but in no event later than the next business day.	Satisfied	KPMG Consulting observed the BellSouth Account Team and CLEC Care Team personnel respond to KPMG Consulting Pseudo-ALEC inquiries within eight business hours as documented in the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[6]. KPMG Consulting has continued to observe BellSouth CLEC Care Team personnel responding within the timeframes specified in the Account Team/CLEC Care Team Information Package– Account Team Methods and Procedures[6].

[24] http://www.interconnection.bellsouth.com/guides/activation/pdf/startup5.pdf

Test Reference	Evaluation Criteria	Result	Comments
PPR2-12	Procedures are in place to allocate Account Team personnel and evaluate the need to augment those personnel.	Satisfied	BellSouth has procedures in place to allocate Account Team personnel and determine the need for additional personnel as documented in the Account Team/CLEC Care Team Information – Account Team Methods and Procedures[6]. KPMG Consulting conducted interviews with the Account Team on June 29, 2000 and the PQT/Advisory Team on August 15, 2000 to review procedures for allocating Account Team personnel as well as the evaluation of when to augment Account Team personnel. KPMG Consulting reviewed the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[6]. The documentation explains the procedures for allocating Account Team personnel. KPMG Consulting conducted additional interviews with the Account Team (and the PQT/Advisory Team) on October 16, 2001. KPMG Consulting verified that the procedures for allocating Account Team personnel and evaluating when to add Account Team personnel, documented in the Account Team Information Package – Account Team Methods and Procedures[11] were in place. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of an additional group known as the CLEC Care Team. KPMG Consulting reviewed the new Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[6] and conducted new interviews with the Account Team and CLEC Care Team on March 12, 2002 and March 14, 2002 respectively. KPMG Consulting's review of the Account Team/CLEC Care Team documentation as well as the interviews conducted confirmed that the BellSouth Account Management staff has procedures to allocate staff.
PPR2-13	Responsibilities and procedures for developing, updating, and correcting documentation are defined.	Satisfied	BellSouth has defined responsibilities and procedures for developing, updating, and correcting documentation. KPMG Consulting conducted an interview with the Senior Manager of Local Policy and Strategy within the BellSouth Interconnection Marketing group on August 31,

Test Reference	Evaluation Criteria	Result	Comments
			2000 to review procedures for developing, updating, and correcting documentation. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of the CLEC Care Team. KPMG Consulting reviewed the new Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[6] and conducted new interviews with the Account Team and CLEC Care Team on March 12, 2002 and March 14, 2002 respectively. During the new Account Team and CLEC Care Team interviews, KPMG Consulting verified that the process for updating Account Team, CLEC Care Team, and PQT/Advisory Team documentation was not affected by the Account Team restructuring. Therefore, KPMG Consulting found that the responsibilities and procedures for updating documentation were still defined.
PPR2-14	Responsibilities and procedures for maintaining distribution lists and distributing documentation are adequately defined.	Satisfied	BellSouth has procedures for distributing documentation to the ALEC community defined in the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[6]. KPMG Consulting conducted interviews with the Account Team on June 29, 2000 to review procedures for distributing documentation to the ALEC community. KPMG Consulting reviewed the Account Team Information Package – Account Team Methods and Procedures[6] that instructs the Account Team to explain the Carrier Notification process to its customers. KPMG Consulting also reviewed Carrier Notifications posted to BellSouth interconnection website[25]. KPMG Consulting conducted additional interviews with the Account Team on October 16, 2001. KPMG Consulting verified that the procedures for distributing documentation to the ALEC community were functioning as documented in the Account Team Information Package – Account Team Methods and Procedures[11]. On January 4, 2002, BellSouth announced

[25] http://www.interconnection.bellsouth.com/notifications/carrier/carrier_lett_02.html

Test Reference	Evaluation Criteria	Result	Comments
			changes to the BellSouth Account Team structure. This change resulted in the formation of an additional group known as the CLEC Care Team. KPMG Consulting reviewed the updated Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[6] and conducted new interviews with the Account Team and CLEC Care Team on March 12, 2002 and March 14, 2002 respectively. During the new Account Team and CLEC Care Team interviews, KPMG Consulting verified that the process for updating Account Team, CLEC Care Team, and PQT/Advisory Team distribution lists was not affected by the Account Team restructuring. Therefore, KPMG Consulting found that the responsibilities and procedures for updating distribution lists were still defined.
PPR2-15	Distribution procedure allows the latest document versions to be made available to interested parties in electronic and paper versions as soon as they are complete.	Satisfied	BellSouth has procedures for distribution that allow the current document version to be made available to ALECs in electronic format as soon as they are complete. KPMG Consulting conducted interviews with the Account Team on June 29, 2000 to review distribution procedures for making documentation available to the ALEC community in electronic format. KPMG Consulting reviewed the Account Team/CLEC Care Team Information Package – Account Team Methods and Procedures[6] and Carrier Notifications posted to BellSouth interconnection website. KPMG Consulting conducted additional interviews with the Account Team on October 16, 2001. KPMG Consulting verified that the distribution procedures that allow the current document version to be made available to the ALEC community in electronic format were functioning as documented in the Account Team Information Package – Account Team Methods and Procedures[11]. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of an additional group known as the CLEC Care Team. KPMG Consulting reviewed the updated Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[6] and conducted new interviews with the Account Team and CLEC Care Team on

Test Reference	Evaluation Criteria	Result	Comments
			March 12, 2002 and March 14, 2002 respectively. During the new Account Team and CLEC Care Team interviews, KPMG Consulting verified that the Account Team, CLEC Care Team, and PQT/Advisory Team documentation distribution procedures were not affected by the Account Team restructuring. Therefore, KPMG Consulting found that the responsibilities and procedures for documentation distribution were still defined.
PPR2-16	BellSouth documentation is organized in a manner that makes information accessible to ALECs.	Satisfied	BellSouth documentation is organized in a manner that makes information accessible to the ALEC community on the BellSouth interconnection website. KPMG Consulting reviewed the BellSouth interconnection website and found that the documentation is organized in a manner that makes information accessible to ALECs. On January 4, 2002, BellSouth announced changes to the BellSouth Account Team structure. This change resulted in the formation of an additional group known as the CLEC Care Team. KPMG Consulting reviewed the updated Account Team/CLEC Care Team Information Package - Account Team Methods and Procedures[6] and conducted new interviews with the Account Team and CLEC Care Team on March 12, 2002 and March 14, 2002 respectively. During the new Account Team and CLEC Care Team interviews and review of BellSouth interconnection website, KPMG Consulting verified that the Account Team, CLEC Care Team, and PQT/Advisory Team documentation remained organized in a format to make information accessible to ALECs.

5.0 Parity Evaluation

This section contains the parity evaluation for the Account Establishment and Management Process Verification and Validation Review (PPR2).

5.1 Overview

In accordance with the Florida Master Test Plan, KPMG Consulting examined processes used by BellSouth to establish and manage accounts for ALECs as well as those used for the retail customer to determine whether the processes are in parity. Based on information gathered during the Account Establishment and Management Process Verification and Validation Review (PPR2),

KPMG Consulting's analysis indicates that BellSouth does not have a retail analog to the BellSouth Wholesale (ALEC) Account Team.

5.2 Method of Analysis

KPMG Consulting conducted interviews with BellSouth personnel for both the Retail and Wholesale (ALEC) Account Teams. These interviews focused on the customers, processes and procedures, methods of communication, and documentation associated with the account management function. KPMG Consulting also reviewed documentation that details the processes and procedures for both the Retail and Wholesale Account Teams.

5.3 Results

A summary of the results of KPMG Consulting's parity evaluation is presented in Table 2-3 below:

Table 2-3: Account Establishment and Management Process Verification and Validation (PPR2) Parity Review

Process Area	Retail Account Team	Wholesale Account Team and CLEC Care Team	KPMG Consulting Comments
Customers	The BellSouth Retail Account team services a large number of customer accounts. These accounts range in size and revenue from small businesses with minimal revenues to large fortune 500 corporations. Customers include: Information Service Providers (ISP), Alternate Service Providers (ASP), educational institutions, manufacturing firms, and government agencies. The BellSouth Retail Account Team provides customers with all BellSouth Products and Services (e.g., one flat-rate business line or several highly complex data products).	The Wholesale Account team and CLEC Care Team services accounts for all ALECs interconnected with BellSouth OSS. The Wholesale Account Team and CLEC Care Team provide ALECs with all services related to BellSouth's OSS (i.e., Billing questions or interface development).	KPMG Consulting determined that the retail and wholesale account teams' customers are significantly different; this results in non-analogous account team processes.
Personnel	The BellSouth Retail Account Team is composed of Sales Directors, Account Managers, and Systems Designers. Sales Directors are responsible for approximately	The BellSouth Wholesale Account Team is composed of Sales Directors, Account Manager, Network Sales Engineers, and Industrial Specialists. The CLEC Care Team is comprised of a Sales Support Director, Local	KPMG Consulting found that while the personnel and technical competencies of the Retail Account Team and Wholesale Account Team and CLEC Care Team are not analogous, each group's personnel and technical

Process Area	Retail Account Team	Wholesale Account Team and CLEC Care Team	KPMG Consulting Comments
	60 accounts assigned to one of several account teams. The account teams are comprised of Account Managers and Systems Designers. Account Managers are responsible for selling new products and services to customers. System designers are responsible for providing support to the Account Managers.	Support Director, Local Contract Manager and a Local Support Manager, who may be assigned to a specific ALEC or to a pool of Local Support Managers available through a toll free number. Sales Directors are responsible for Managing several ALEC accounts assigned to one of their account teams. Account Managers work directly with the client to provide access to BellSouth's OSS network. System Designers work with Account Managers to provide pricing and system architecture for ALEC interconnection. The Account Manager and System Designer have both sales and consultative roles. Industrial Specialists assist the account teams by providing technical knowledge of the interconnection services provided by BellSouth. Industry Specialists work with multiple account teams to provide expertise. ALEC accounts have a Local Contract Manager and a Local Support Manager. The Local Contract Manager is responsible for managing issues related to the interconnection agreement between the ALEC and BellSouth. The Local Support Manager provides assistance to ALECs prior to execution of various ordering and pre-ordering transactions.	personnel and technical competencies are appropriate for their assigned roles and responsibilities.
Products and Services	The BellSouth Retail Account Team sells the full	The BellSouth Wholesale Account Team and CLEC	KPMG Consulting found that the products and services

Process Area	Retail Account Team	Wholesale Account Team and CLEC Care Team	KPMG Consulting Comments
Services	range of BellSouth tariffed products (e.g., Sonet Rings, POTS lines, data lines, etc.) to businesses.	Care Team provide ALECs with the full range of BellSouth tariffed products. The Account Team and CLEC Care Team provide ALECs with BellSouth interfaces and development materials for ALECs to develop their own interconnection systems. The BellSouth wholesale Account Team and CLEC Care Team also provide services to each ALEC via the ALEC's interconnection agreement.	sold by the Retail Account Team are not analogous to the products and services sold by the Wholesale Account Team and CLEC Care Team. This fact is the result of additional products and services used by ALECs in their role as wholesalers. Retail products are developed and provisioned by BellSouth while Wholesale products are developed by both ALECs and BellSouth. Both BellSouth and ALECs also provision wholesale products.
Account Management for new customers	The BellSouth Retail Account Team is not responsible for account establishment. The Customer Care group is responsible for account establishment as well as all support functions for BellSouth's retail customers (e.g. Billing or provisioning concerns).	The BellSouth Wholesale Account Team and CLEC Care Team have a subgroup, the PQT/Advisory Team, which is responsible for ALEC account establishment. The PQT/Advisory Team is responsible for guiding ALECs through the process of opening a Q-account, or master account.	KPMG Consulting found that the Retail Account Team is not responsible for establishing new accounts. Therefore, the Retail Account Team does not have a new market entry account establishment process analogous to that of the Wholesale Account Team and CLEC Care Team.
Customer Contact	The BellSouth Retail Account Team contacts customers regarding sales opportunities. All other customer contact is handled by BellSouth Support Groups. For example, repairs and technical questions are handled by a completely independent and separate organization from the account team. The Retail Account Team can be contacted by customers for information on new and existing products and services, pricing, and network design. Contact for any other reason is	The Wholesale Account Team and CLEC Care Team contact ALECs for several reasons (e.g., new products, system outages, emergencies, and subsequent procedures). The Wholesale Account Team and Customer Care Team are also contacted by ALECs for several issues (e.g., account establishment, interface setup, training, interface problems, billing, etc.). The Account Team and CLEC Care Team are responsible for management of many of these issues. Some issues may be referred to the appropriate BellSouth	KPMG Consulting found that the Retail and Wholesale Account Teams and CLEC Care Teams do not have analogous procedures for contacting customers or job responsibilities.

Process Area	Retail Account Team	Wholesale Account Team and CLEC Care Team	KPMG Consulting Comments
	transferred to the appropriate BellSouth operational group (e.g., BellSouth Wireless or Billing/Credit and Collections).	Wholesale support groups.	
Escalation Procedures	Any employee of a customer organization can escalate an issue within the account team. This process is made available to customers via the Customer Partnership Program (CPP) binder.	Any employee of an ALEC can escalate an issue within the account team or CLEC Care Team. ALECs are provided with a contact/escalation list once an account has been established.	KPMG Consulting found that the Retail and Wholesale Account Team and CLEC Care Team escalation procedures are analogous.
Performance Measurement	The BellSouth Retail Account Team is measured on attainment of revenue targets and revenue growth for assigned accounts. In addition, Account Team members are evaluated based upon the performance gradients and competencies listed in their job descriptions. General observations by Sales Directors and customer feedback are also taken into consideration.	The BellSouth Wholesale Account Team/CLEC Care Team is measured on revenue objectives for both group and individual performance. Account Teams/CLEC Care Teams and individuals are also evaluated using a survey sent to ALECs. The survey provides ALECs the opportunity to evaluate their account team. Account Team members are also required to meet established service objectives. The CLEC Care Team is measured on group revenue objectives. CLEC Care Teams and individuals are also evaluated using a survey sent to ALECs of the CLEC Care Team's preference. The survey provides ALECs the opportunity to evaluate their account team. CLEC Care Team members are also required to meet established service objectives.	KPMG Consulting found that the evaluation process used by the Retail Account Team have similarities to the evaluation process used by the Wholesale Account Teams and CLEC Care Teams. However, the processes are not completely analogous. .

Process Area	Retail Account Team	Wholesale Account Team and CLEC Care Team	KPMG Consulting Comments
Testing and Turn-up	The BellSouth Retail Account Team does not provide coordination of testing or turn-up of BellSouth products sold to customers. The appropriate BellSouth operational support groups are responsible for this function.	The BellSouth Wholesale Account Team and CLEC Care Team coordinate all initial connectivity and turn-up testing between BellSouth and an ALEC.	KPMG Consulting found that the Retail Account Team does not support this function. Therefore, the Retail Account Team does not have a process analogous to the testing and turn-up processes of the Wholesale Account Team or CLEC Care Team.
Documentation	The BellSouth Retail Account Team has internal documentation of processes available to employees. The Retail Account Team also produces the Customer Partnership Program (CPP) binders to familiarize customers with account team processes.	The BellSouth Wholesale Account Team and CLEC Care Team have internal documentation of processes available to employees.[26] The Wholesale Account Team and CLEC Care Team also have the ALEC Start-up Guide as well as escalation lists to provide guidance to ALECs.	KPMG Consulting found that the documentation, both internal and external, for the Retail Account Team is analogous to the documentation of the Wholesale Account Team and CLEC Care Team.

5.4 Parity Results Summary

The BellSouth Retail Account Team is not analogous to the BellSouth Wholesale Account Team and/or CLEC Care Teams. The wholesale and retail units serve different customers with different business needs; as a result, the technical competencies and products and services offered also differ. KPMG Consulting determined that BellSouth's processes for managing the Retail and Wholesale units are not analogous and, therefore, parity between the retail and wholesale units cannot be determined.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed in Section 4.1 above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 16 evaluation criteria considered for the Account Establishment and Management Verification and Validation (PPR2) test. All sixteen evaluation criteria received a satisfied result.

[26] Based on interviews and document reviews, KPMG Consulting determined that Wholesale Account Team documentation does not adequately detail the account team internal processes potentially leading to inconsistency in process execution (See Exception 4). The findings contained in Exception 4 are based on evaluation criteria and not any comparison with Retail Account Team documentation.

As all evaluation criteria are satisfied, KPMG Consulting considers the Account Establishment and Management Verification and Validation Review (PPR2) test area satisfied at the time of the final report delivery.

C. Test Results: OSS Interface Help Desk Functional Review (PPR3)

1.0 Description

The Operational Support Systems (OSS) Interface Help Desk Functional Review (PPR3) evaluated the BellSouth help desk functions through a process-oriented assessment. The OSS interface help desk provides technical and system administration support for its OSS interfaces. The objectives of the test were to determine that processes for the OSS interface help desk were documented; escalation procedures were maintained, documented and published; management oversight procedures were documented and followed; procedures existed for measuring, tracking, projecting, and maintaining OSS interface help desk performance; and reasonable security measures existed to ensure integrity of help desk data.

2.0 Business Process

This section describes BellSouth's OSS interface help desk business process.

2.1 Business Process Description

The Electronic Communications (EC) Support Group is the single point of contact for BellSouth wholesale customers who require technical support related to the BellSouth OSS. The EC Support Group is responsible for resolving OSS technical issues, building company and user profiles[27] for the OSS, and acting as the interface between wholesale customers and the BellSouth Information Technology (IT) Team.

Wholesale customers are provided with contact information and escalation procedures for the EC Support Group through their Account Team. Information on EC Support is also available to wholesale customers on the BellSouth Interconnection website and through error messages in all of the BellSouth Graphical User Interfaces (GUI) (e.g. Local Exchange Navigation System or Common Access Front End).

The EC Support Group uses a trouble ticket system that assigns each OSS-related issue a number when a ticket is opened. The trouble ticket system issues two types of trouble tickets: User Tickets and System Tickets. EC Support assigns User Tickets for OSS-related issues specific to one customer. System tickets are assigned to OSS-related issues that affect multiple customers (e.g. System Outages). During such a problem, EC Support typically receives calls from a high number of customers. EC Support opens a user ticket for each of these callers and links each user ticket to the system ticket for the specific problem. Once a trouble ticket has been opened, EC Support provides the trouble ticket number to the customer for tracking purposes. When opening a trouble ticket, EC Support identifies each caller by User ID. EC Support verifies that the name, company, and contact information are correct before proceeding. Callers that do not have a User ID are referred to their assigned BellSouth Account Team/CLEC Care Team who will assist the ALEC in the process of choosing and setting up any of the various BellSouth electronic interfaces. This process includes issuance of User IDs.

The EC Support Group opens trouble tickets for connectivity issues with the following OSS interfaces: - Connect: DIRECT via TCP/IP[28], Circuit Provisioning Status System (CPSS), CLEC

[27] This consists of entering company contact information into each system as well as information for each user and their corresponding user ID. This is the initial administrative set-up necessary for an ALEC to begin using the BellSouth electronic interfaces.
[28] Transmission Control Protocol/Internet Protocol

Service Order Tracking System (CSOTS), EC-Interconnection Reference (ICREF), EC-Preferred Interexchange Carrier (EC PIC), EC-Trouble Administration (TA), Local Exchange Navigation System (LENS), Performance Measurement and Analysis Platform (PMAP), Robust GUI Telecommunications Access Gateway[29] (ROBOTAG), Trouble Analysis Facilitation Interface (TAFI), Telecommunications Access Gateway (TAG), and Common Access Front End (Café). EC Support Representatives log all steps taken by BellSouth in the resolution of a trouble ticket. The log for each trouble ticket captures the nature of each issue, any contact between EC Support and internal BellSouth groups, any contact between EC Support and the customer, and any other relevant information. EC Support maintains a history of all trouble tickets and the associated trouble ticket logs. The history and logs are queried to produce various types of daily and monthly reports. These reports are reviewed by EC Support Management to ensure that EC support representatives properly resolve and document all issues. In addition, the EC Support Management group reviews the reports in order to identify trends or systemic issues in the supported systems. Such issues, should they arise, are noted and forwarded to the appropriate BellSouth product support group for further investigation.

If EC Support representatives cannot resolve an issue, they may contact BellSouth IT subject matter experts (SME) for each interface for assistance, but they will continue to provide status updates to the customer. All interaction between internal SMEs and EC support representatives is reflected in the trouble ticket logs. Once EC Support resolves the issue, the EC support representative is responsible for contacting the originator of each User or System ticket to ensure that the user is no longer experiencing the issue. EC Support closes the ticket only after the originator of the ticket acknowledges that the problem is resolved.

In the event that an EC support representative cannot immediately answer an ALEC call, the call is forwarded to a voice mail system. ALECs are instructed to leave a name and contact number so that the call can be returned. The voice mail system then automatically pages the on-duty EC support representative who retrieves the message and returns the ALEC's call within one hour. These voicemail procedures are also used to contact EC Support during non-business hours.

Customers that are dissatisfied with the resolution of the issues or the time required to resolve the issues may escalate issues within EC Support using procedures provided by the Account Team, and EC Support Managers and Directors may escalate issues within BellSouth. All escalations are recorded in the trouble ticket log.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target was the EC Support Group functions and included reviews of the following processes and sub-processes:

- Process help desk calls with specific attention to the resolution of user questions, problems, or issues;

[29] As of April 3, 2002, the FPSC has removed RoboTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP).

- Close help desk call with specific attention to the process for closure posting;
- Track and report status;
- Escalate problems with specific attention to user and BellSouth initiated escalation;
- Manage capacity planning process;
- Maintain security and integrity of customer data with specific attention to data access controls;
- Manage oversight practices;
- Performance measurement process; and
- Process improvement.

3.3 Data Sources

The data collected for the OSS Interface Help Desk Functional Review (PPR3) included the following:

- Interviews with personnel from the BellSouth EC Support Group;
- Observations of EC Support Group procedures (e.g. call intake, closure posting, tracking of trouble tickets, referral of trouble tickets to SMEs, system outage procedures, and call back procedures);
- Review of the EC Support Database;
- Review of KPMG Consulting Pseudo CLEC interaction with EC Support during transaction testing periods;
- Review of Electronic Communications Support Group – Customer Support Procedures, version 2.5; and
- Review of the EC Support intranet site.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The OSS Interface Help Desk Functional Review (PPR3) evaluation measures were established by KPMG Consulting to provide a framework and a basis for the test. The evaluation criteria cover the measures set forth in the Master Test Plan. KPMG Consulting's assessment relied on interviews with members of the EC Support Group, observation of procedures, and documentation reviews. Summaries of the information gathered during the interviews with EC Support Group personnel were provided to BellSouth to verify the accuracy of the information. The data were then analyzed against the evaluation measures established for the test.

The OSS Interface Help Desk Functional Review (PPR3) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the OSS Interface Help Desk Functional Review (PPR3).

The data collected were analyzed employing the evaluation criteria detailed in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 3-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 3-2.

Table 3-1: Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	0	1
Total Disposed as of Final Report Date	0	1
Total Remaining Open as of Final Report Date	0	0

Table 3-2: PPR3 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PPR3-1	Help desk responsibilities and activities are defined and documented.	Satisfied	EC Support Group responsibilities and activities are defined and documented in the Electronic Commerce Support Group – Customer Support Procedures[30] and on the EC Support Intranet website. KPMG Consulting observed the EC Support Group personnel address customer inquiries on August 16, 2000. KPMG Consulting observed the EC Support procedures in use as defined and documented. KPMG Consulting conducted refresh interviews and observations of the EC Support Group during October 27-29, 2001. KPMG Consulting found the EC Support Group operated using the same procedures determined to exist during the initial review.
PPR3-2	Customers can initiate a claim or query.	Satisfied	ALECs can initiate a claim or query with the EC Support Group as documented in Electronic Commerce Support Group – Customer Support Procedures[4] and on the EC Support Intranet website. KPMG Consulting conducted an interview with EC Support Group personnel on August 16, 2000

[30] Version 2.5

Test Reference	Evaluation Criteria	Result	Comments
			and found that processes for handling a customer claim or inquiry were in place. KPMG Consulting observed the EC Support Group address customer inquiries on August 16, 2000. KPMG Consulting conducted refresh interviews and observations of the EC Support Group on October 27-29, 2001. KPMG Consulting found the EC Support Group operated using the same procedures determined to exist during the initial review. KPMG Consulting was able to verify and observe the EC Support Group addressing and supporting claims and queries from ALECs.
PPR3-3	Customers have access to the status of a claim or query.	Satisfied	KPMG Consulting verified that the EC Support group provides customers with access to the status of a claim or query upon request. This information was confirmed through an interview and observations conducted on August 16, 2000. KPMG Consulting conducted refresh interviews and observations of the EC Support Group on October 27-29, 2001. KPMG Consulting found the EC Support Group operated under the same procedures determined to exist during the initial review. KPMG Consulting was able to verify and observe the EC Support Group following the procedures for providing customers with the status of a claim or query.
PPR3-4	Customer escalation procedures are defined and documented.	Satisfied	The EC Support Group escalation procedures are defined and documented in the BellSouth Electronic Commerce Support Group – Customer Support Procedures[4]. KPMG Consulting conducted an interview with EC Support Group personnel on August 16, 2000 and found that the EC Support Group escalation procedures are defined and documented. Further, information on the EC Support Group escalation procedures is provided to ALECs via the Account Team. Procedures for the Account Team providing this information to ALECs are defined and documented in the Account Team Procedures – Account Team Information Package[31]. KPMG Consulting conducted refresh interviews and observations of the EC Support Group on

[31] Version 8

Test Reference	Evaluation Criteria	Result	Comments
			October 27-29, 2001 and determined that the EC Support Group operated using the same procedures found to exist during the initial review. KPMG Consulting found escalation procedures are defined and documented.
PPR3-5	Process includes call intake procedures (logging and acknowledgement).	Satisfied	The EC Support Group has procedures for call intake documented in BellSouth Electronic Commerce Support Group – Customer Support Procedures[4] and also on the EC Support Intranet website. KPMG Consulting reviewed the BellSouth Electronic Commerce Support Group – Customer Support Procedures[4]. KPMG Consulting found that the EC Support Group has call intake procedures in place. KPMG Consulting confirmed these findings during an observation of the EC Support Group's execution of call intake procedures on August 16, 2000. KPMG Consulting conducted refresh interviews and observations of the EC Support Group on October 27-29, 2001 and determined that the EC Support Group operated using the same procedures found to exist during the initial review. KPMG Consulting was able to verify the existence and execution of call intake procedures.
PPR3-6	Process includes procedures for resolving calls in a timely manner.	Satisfied	The EC Support Group has procedures for resolving calls in a timely manner documented in the BellSouth Electronic Commerce Support Group – Customer Support Procedures[4] and on the EC Support Intranet website. KPMG Consulting reviewed the BellSouth Electronic Commerce Support Group – Customer Support Procedures[4]. KPMG Consulting found that the EC Support Group has procedures for resolving calls in a timely manner. KPMG Consulting observed the EC Support Group resolve calls and return customer inquiries initiated via the voice mail system within the one-hour interval specified in the Electronic Commerce Support Group – Customer Support Procedures[4.] KPMG Consulting conducted refresh interviews and observations of the EC Support Group on October 27-29, 200 and determined that the EC

Test Reference	Evaluation Criteria	Result	Comments
			Support Group operated using the same procedures found to exist during the initial review. KPMG Consulting was again able to verify the existence and execution of procedures for resolving calls in a timely manner.
PPR3-7	Process includes procedures for closure posting.	Satisfied	EC Support Group has procedures for closure posting. KPMG Consulting conducted an interview with EC Support Group personnel on August 16, 2000 and found that the EC Support Group has procedures for closure posting. In addition, KPMG Consulting observed the EC Support group executing the procedures for closure posting. KPMG Consulting reviewed the EC Support Group database for the period of April 1, 2001 – August 31, 2001 and found the database to contain incorrect closure postings for some trouble tickets. BellSouth found that inaccuracies in the database were caused by a software problem with the QuickClose function. KPMG Consulting retested the EC Support Database to verify that corrections were made. The retest found additional instances of incorrect closure postings. BellSouth implemented a correction to the QuickClose function on February 1, 2002. KPMG Consulting conducted a second retest from February 1 through February 20, 2002. KPMG Consulting found that BellSouth had corrected the error in the QuickClose function and that closures were now posted in accordance with procedures. KPMG Consulting conducted refresh interviews and observations of the EC Support Group on October 27-29, 2001. KPMG Consulting found the EC Support Group operated using the same procedures found to exist during the initial review.
PPR3-8	Process includes procedures for status tracking, management reporting and management intervention.	Satisfied	The EC Support Group has procedures for status tracking, management reporting and management intervention. KPMG Consulting conducted an interview with EC Support Group personnel on August 16, 2000 and found that the EC Support Group has procedures for status tracking, management

Test Reference	Evaluation Criteria	Result	Comments
			reporting and management intervention. During refresh interviews and observations of the EC Support Group on October 27-29, 2001, KPMG Consulting found that the EC Support Group operated using the same procedures determined to exist during the initial review. KPMG Consulting also reviewed both the weekly and monthly management reports.
PPR3-9	Process includes procedures for maintaining security and integrity of data access controls and for ensuring accuracy of data.	Satisfied	The EC Support Group has procedures for maintaining security and integrity of data access controls and ensuring the accuracy of the data. During an interview with EC Support Group personnel on August 16, 2000, KPMG Consulting found that the EC Support Group has procedures for maintaining security and integrity of data access controls, but not for ensuring accuracy of data. KPMG Consulting was able to observe the EC Support Group following the data access procedures on August 16, 2000. KPMG Consulting reviewed the EC Support Group database for the period of April 1, 2001 – August 31, 2001 and found the database contained inaccurate information. BellSouth explained that inaccurate data was caused by a software problem with the QuickClose function. KPMG Consulting retested the EC Support Database to verify that corrections were made. The retest found additional instances of incorrect closure postings. BellSouth implemented a correction to the QuickClose function on February 1, 2002. KPMG Consulting conducted a second retest from February 1 through February 20, 2002. KPMG Consulting found that BellSouth had corrected the error in the QuickClose function and that closures were posted correctly in the database. KPMG Consulting conducted refresh interviews and observations of the EC Support Group on October 27-29, 2001. KPMG Consulting found the EC Support Group operated under the same procedures found to exist during the initial review. The EC Support Group continues to have procedures for maintaining security and integrity of data access controls for ensuring the accuracy of the data in place.

Test Reference	Evaluation Criteria	Result	Comments
PPR3-10	Process includes procedures for obtaining ALEC feedback.	Satisfied	The EC Support Group has procedures for obtaining ALEC feedback through an ALEC survey process. KPMG Consulting conducted an interview with EC Support Group personnel on August 16, 2000 and found that procedures were in place to obtain ALEC feedback through ALEC surveys. KPMG Consulting conducted refresh interviews and observations of the EC Support Group on October 27-29, 2001 and determined that the group operated under the same procedures found to exist during the initial review. Therefore, EC Support Group has procedures for obtaining ALEC feedback. KPMG Consulting reviewed the EC Support Group's ALEC survey, which is available on the BellSouth Interconnection website, as well as through links in the BellSouth GUIs (e.g. LENS or CAFÉ).
PPR3-11	Process performance measures are defined, measured and reviewed.	Satisfied	EC Support Group performance measures are defined, measured, and reviewed. KPMG Consulting conducted an interview with EC Support Group personnel on August 16, 2000 and found that performance measures are defined, measured, and reviewed. KPMG Consulting conducted refresh interviews and observations of the EC Support Group on October 27-29, 2001. KPMG Consulting determined that the EC Support Group operated under the same procedures found to exist during the initial review. KPMG Consulting reviewed reports for EC Support Group personnel and supported systems.
PPR3-12	Process includes procedures for capacity planning.	Satisfied	The EC Support Group has procedures for capacity planning documented in the EC Support Capacity Plan for 2002. KPMG Consulting reviewed the EC Support Group Capacity Plan and determined that the EC Support Group has procedures for capacity planning in place. KPMG Consulting conducted refresh interviews and observations of the EC Support Group on October 27-29, 2001 and determined that the EC

Test Reference	Evaluation Criteria	Result	Comments
			Support Group operated using the same procedures found to exist during the initial review. Consistent procedures for capacity planning continue to exist. KPMG Consulting reviewed the EC Support Capacity Plan for 2002 to ensure that these procedures continued to be followed. KPMG Consulting confirmed that the procedures were being followed.
PPR3-13	Process improvement responsibilities are assigned and executed.	Satisfied	The EC Support Group process improvement responsibilities are assigned and executed. KPMG Consulting conducted an interview with EC Support Group personnel on August 16, 2000 and found that process improvement responsibilities had been assigned. KPMG Consulting conducted refresh interviews and observations of the EC Support Group on October 27-29, 2001 and determined that the EC Support Group operated using the same procedures found to exist during the initial review. KPMG Consulting observed process improvements in the system outage procedures, representative performance evaluations, and observed the implementation of lesser time intervals for completing certain tasks.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

There were 13 evaluation criteria considered for the OSS Interface Help Desk Functional Review (PPR3) test. All 13 evaluation criteria received a satisfied result.

As all evaluation criteria are satisfied, KPMG Consulting considers the OSS Interface Help Desk Functional Review (PPR3) test area satisfied at the time of the final report delivery.

D. Test Results: CLEC Training Verification and Validation Review (PPR4)

1.0 Description

The CLEC Training Verification and Validation Review (PPR4) evaluated BellSouth's training program for Alternative Local Exchange Carriers (ALEC). The objectives of the test were to determine the existence and functionality of procedures for developing, publicizing, conducting, managing, and monitoring ALEC training. Additionally, the BellSouth ALEC training program was compared with retail practices for parity, to the extent that specific retail analogs were identified.

2.0 Business Process

This section provides a description of the processes used by BellSouth to administer the ALEC training program.

2.1 Business Process Description

The BellSouth Professional Training Services organization is responsible for providing training to ALECs on BellSouth's products, services, pre-ordering, ordering, provisioning, billing, maintenance functions, and related Operating Support Systems (OSS). The organization is comprised of a Senior Manager, Professional Training Services Coordinator, Instructional Designers, Instructors, and a Sales Coordinator.

The Professional Training Services organization offers classes to ALECs on all aspects of interconnection with BellSouth. The list of training courses offered to ALECs and the procedures for enrollment are available on the Professional Training Services website. BellSouth offers training courses in three formats: i) BellSouth instructor led at a BellSouth training facility; ii) BellSouth instructor led at an ALEC facility for ALEC customized training; and iii) web-based training. . In addition, Professional Training Services offers approximately six free training courses per year with a curriculum that incorporates corrective action to address frequent ordering errors that BellSouth has observed.

Professional Training Services has offered ALECs an opportunity to learn more about BellSouth and interconnection at the bi-annual CLEC Inforum. This two to three day event is open to all BellSouth wholesale customers and offers an opportunity to meet BellSouth representatives, review new products and interfaces, gain insight into future offerings, and discuss issues that arise during the year. The format and content for each Inforum has varied.

In addition to developing and delivering training courses, Professional Training Services actively seeks ALEC feedback. This allows ALECs and individual groups to aid Professional Training Services in modifying course offerings and focusing course activities to ensure ALECs receive the greatest benefit from training. The opportunity to provide feedback occurs at the end of every training course as well as at the past CLEC Inforum where ALECs were asked for new training ideas for the coming year.

Professional Training Services is also responsible for developing the CLEC User Guides available on the BellSouth interconnection website. All training courses are designed to use the CLEC User Guides as reference material for ALECs both during and after the courses. Professional Training Services updates the CLEC User Guides when BellSouth's procedures change to ensure ALECs have current reference materials.

3.0 Methodology

This section summarizes the methodology used during PPR4 testing activities.

3.1 Scenarios

Scenarios were not applicable to PPR4 testing.

3.2 Test Targets and Measures

The test target was to determine the existence and functionality of procedures for developing, publicizing, conducting, and monitoring ALEC training and to ensure the ALEC training effort has effective management oversight. The following processes and sub-processes were included in the review:

- Training Program Development;
  - Develop curriculum;
  - Publicize training opportunities;
- Training Program Quality Assurance;
  - Attendance and utilization tracking;
  - Session effectiveness tracking;
  - Instructor oversight;
- Process Management;
  - Performance measurement process; and
  - Process improvement.

3.3 Data Sources

The data collected for the CLEC Training Verification and Validation Review (PPR4) included the following:

- Interviews with personnel from the BellSouth Professional Training Services Team;
- The BellSouth Management Practices for Professional Training Services, version 3;
- An extract from the BellSouth Professional Training Services database that includes attendance and utilization at a course level by specific ALEC and attendee; and
- Review of feedback from KPMG Consulting attendance at ALEC training courses.

3.4. Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The CLEC Training Verification and Validation Review (PPR4) evaluation measures were established by KPMG Consulting to provide a framework and a basis for the evaluation. The evaluation criteria cover the measures set forth in the Florida Master Test Plan. KPMG Consulting's assessments relied on interviews with members of the BellSouth Professional

Training Services group and documentation reviews. Summaries of the information gathered during the interviews with BellSouth Professional Training Services personnel were provided to BellSouth for review to verify the accuracy of the information documented. After verifying the accuracy of the information KMPG Consulting collected, the data was analyzed against the evaluation measures established for the test.

The CLEC Training Verification and Validation Review (PPR4) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth Florida OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the CLEC Training Verification and Validation Review (PPR4).

The data collected were analyzed employing the evaluation criteria identified in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 4-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 4-2.

Table 4-1: Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	1	0
Total Disposed as of Final Report Date	1	0
Total Remaining Open as of Final Report Date	0	0

Table 4-2: Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PPR4-1	Training process responsibilities and activities are defined.	Satisfied	Training process responsibilities and activities are defined in the Management Practices for Professional Training Services document. During an interview with the Professional Training Services Senior Manager and Coordinator, KPMG Consulting found that policies and procedures existed that defined responsibilities and activities for the training process. BellSouth was unable to provide formal documentation to support this. As a result, KPMG Consulting issued Exception 9. On February 25, 2001, BellSouth provided Management Practices for Professional

Test Reference	Evaluation Criteria	Result	Comments
			Training Services, Version 3, which documents the responsibilities and activities of the training process. KPMG Consulting's review of the revised documentation found that all training process responsibilities and activities are clearly defined and documented. Exception 9 was subsequently closed. On October 15, 2001 KPMG Consulting conducted a refresh interview with BellSouth training personnel. KPMG Consulting verified the process responsibilities and activities documented in the Management Practices for Professional Training Services, Version 3 were implemented as documented.
PPR4-2	Scope and objectives of training process are defined and documented.	Satisfied	The scope and objectives of the training process are defined and documented in BellSouth's Management Practices for Professional Training Services. During an interview with the Professional Training Services Senior Manager and Coordinator, KPMG Consulting found clear processes existed that defined the objectives of the training process. BellSouth was unable to provide formal documentation to support this. As a result, KPMG Consulting issued Exception 9. On February 25, 2001, BellSouth provided Management Practices for Professional Training Services, Version 3, which documents the responsibilities and activities of the training process. KPMG Consulting's review of the revised documentation found that all training process objectives are defined and documented. Exception 9 was subsequently closed. On October 15, 2001, KPMG Consulting conducted a refresh interview with BellSouth Training personnel. KPMG Consulting verified the objectives of the training process

Test Reference	Evaluation Criteria	Result	Comments
			were implemented as documented.
PPR4-3	Essential elements of the training process are in place and documented.	Satisfied	The essential elements of the training process are documented in BellSouth's Management Practices for Professional Training Services and are in place. During an interview with the Professional Training Services Senior Manager and Coordinator and through observation or attendance at classes, KPMG Consulting found the following elements were in place: ♦ Descriptions of the roles and responsibilities of all Professional Training Services personnel. ♦ Definition of the scope and objectives of the training process. ♦ Procedures for accepting ALEC input regarding the training curriculum. ♦ Procedures for publishing information about training opportunities. ♦ Procedures for addressing errors and exceptions in training events and materials. ♦ Procedures to monitor and ensure the quality of training. This includes surveying training recipients on the effectiveness of training, responding to feedback about training quality, correcting errors in training materials and monitoring instructor performance. ♦ Procedures for tracking utilization and attendance of training courses. ♦ Procedures to ensure training offerings are scalable in response to additional demand. BellSouth was unable to provide formal documentation. As a result, KPMG Consulting issued Exception 9. On February 25, 2001, BellSouth provided Management Practices for Professional Training Services, Version 3, which documents the

Test Reference	Evaluation Criteria	Result	Comments
			responsibilities and activities of the training process. KPMG Consulting's review of the documentation found all essential elements of the training process are documented. Exception 9 was subsequently closed. On October 15, 2001, KPMG Consulting conducted a refresh interview with BellSouth training personnel. KPMG Consulting verified the essential elements of the training process were implemented as documented.
PPR4-4	The training process includes procedures for addressing errors and inconsistencies in training materials.	Satisfied	The training process includes procedures for addressing errors and inconsistencies in training materials. The error and exception procedures are documented in the Management Practices for Professional Training Services, Version 3.
PPR4-5	The training process includes procedures for responding to feedback about training quality and utilization.	Satisfied	The training process includes procedures for responding to feedback about training quality and utilization in the Management Practices for Professional Training Services, Version 3. KPMG Consulting found that BellSouth implemented new training procedures as a result of ALEC feedback. New procedures include a program for instructor training, a standardized format for training materials, and web-based course enrollment and history. KPMG Consulting found these processes implemented through review of the Management Practices for Professional Training services, version 3 and the ALEC training website.
PPR4-6	Scope of training services covers customer requirements.	Satisfied	The scope of training services covers key customer requirements. KPMG Consulting's review of training course schedules and materials found courses were available for all wholesale products and services BellSouth offers to ALECs. Course schedules and descriptions are available to ALECs via the BellSouth

Test Reference	Evaluation Criteria	Result	Comments
			Training Website[32] and to training personnel in the Management Practices for Professional Training Services, Version 3.
PPR4-7	The training process includes procedures for accepting ALEC input regarding training curriculum.	Satisfied	The Management Practices for Professional Training Services documentation includes procedures for accepting ALEC input regarding training curriculum. Procedures are available for ALECs to provide input regarding training curriculum through the ALEC Feedback Survey completed at the end of each training course. These processes are documented in the Management Practices for Professional Training Services, Version 3. KPMG Consulting reviewed both blank and completed BellSouth CLEC Training Feedback Surveys. KPMG Consulting personnel attended the Complex Service Order Class and observed the completion of ALEC Training Surveys by attendees.
PPR4-8	Training offerings are scalable in response to additional demand.	Satisfied	Training offerings are scalable in response to additional demand. Additional courses and instructors are added as needed during the year. The process for scaling course offerings in response to demand is documented in the Management Practices for Professional Training Services, Version 3.
PPR4-9	The training process includes procedures for publishing information about training opportunities.	Satisfied	Management Practices for Professional Training Services, Version 3, documents the training process procedures for publishing information about training opportunities. Information on ALEC training offerings is published via the BellSouth training website[33], newsletters, and news articles. The BellSouth Account Team also provides information to ALECs regarding

[32] http://www.interconnection.bellsouth.com/training/html/info.html
[33] http://www.interconnection.bellsouth.com/training/html/info.html

Test Reference	Evaluation Criteria	Result	Comments
			training opportunities.
PPR4-10	Process includes procedures to track attendance and utilization of training offerings.	Satisfied	BellSouth Training Services has procedures to track attendance and utilization of training offerings. BellSouth Training Services uses an internal database to record and track ALEC attendance at each training session. Procedures for updating the tracking database are documented in the Management Practices for Professional Training Services, Version 3. KPMG Consulting reviewed this database and confirmed it contains the required information.
PPR4-11	Training process performance measures are defined and measured.	Satisfied	Training process performance measures are defined and procedures for performance measurements are documented in the Management Practices for Professional Training Services, Version 3, document. Training process performance is measured against course curriculum, course materials, instructor presentation, and instructor. KPMG Consulting reviewed the BellSouth Return on Investment (ROI) Study that evaluated the value of BellSouth ALEC training curriculum.
PPR4-12	Responsibilities for tracking performance of ALEC training offerings are assigned.	Satisfied	Responsibilities for tracking performance of ALEC training offerings are assigned to the Training Coordinator and Senior Manager. Tracking information is captured automatically through web-based registration and course management software. The tracking information is stored in a database that can be queried by the Training Coordinator. The Senior Manager reviews all data quarterly. The training review process is documented in the Management Practices for Professional Training Services, Version 3.
PPR4-13	Process includes procedures to survey	Satisfied	The procedures for surveying training recipients are documented in

Test Reference	Evaluation Criteria	Result	Comments
	procedures to survey training recipients on the effectiveness of training.		recipients are documented in Management Practices for Professional Training Services, Version 3. KPMG Consulting personnel attended the Complex Service Order Class and observed the completion of ALEC training surveys.
PPR4-14	The training process includes procedures to monitor instructor performance.	Satisfied	The Professional Training Services' Senior Manager is responsible for monitoring instructor performance and for providing recommendations for improvement where needed. The processes for monitoring instructor performance are documented in Management Practices for Professional Training Services, Version 3.

5.0 Parity Evaluation

This section contains the parity evaluation for the ALEC Training Verification and Validation Review (PPR4).

5.1 Overview

In accordance with the Florida Master Test Plan, KPMG Consulting examined processes used by BellSouth to train retail customer care employees and those that are used to train ALECs to determine whether the processes are in parity.

In order to conduct this parity evaluation, KPMG Consulting identified analogous retail areas to evaluate. These included two operational areas, personnel and management structure. In addition, five functional areas were selected including curriculum development, curriculum evaluation, instructor oversight, process documentation, and attendance and utilization tracking. Using these analogs, KPMG Consulting determined that the processes used by BellSouth to manage the retail training of customer care representatives are similar to the processes used to manage ALEC training, with differences attributable to variations in the size and scope of training. KPMG Consulting determined that BellSouth processes for managing ALEC training are in parity with processes used to manage retail training.

5.2 Method of Analysis

KPMG Consulting conducted a parity analysis of the ALEC Training Process by collecting and analyzing the following data sources:

- Conducted an Interview with the BellSouth University Customer Care Institute; and
- Reviewed Process Documentation for the BellSouth University Customer Care Institute.

5.3 Results

A summary of the results of KPMG Consulting's parity evaluation is presented in Table 4-3 below:

Table 4-3: ALEC Training Process Verification and Validation (PPR4) Parity Review

Process Area	Retail Training BellSouth University Customer Care Institute Training	ALEC Training BellSouth Professional Training Services	Parity Evaluation
Personnel	The BellSouth University Customer Care Institute personnel consist of Training Instructors, Instructional Designers, and a Director of Internal Support. Training Instructors are responsible for delivery of specific courses within a BellSouth business unit. Instructional Designers are responsible for developing course curriculum and training materials. The Director of Internal Support is responsible for tracking all employee attendance data.	The BellSouth Professional Training Services personnel consist of a Training Coordinator, Training Instructor, and Technical Writer. Training Instructors are responsible for delivery of specific courses available to ALECs. Technical Writers are responsible for development of curriculum, training materials, and user guides. The Training Coordinator is responsible for tracking attendance and utilization of ALEC training.	The personnel responsible for wholesale and retail training are comparable. The retail and wholesale groups employ similar personnel who are responsible for delivering training curriculum. The retail and wholesale training groups employ different personnel for training development. The retail group employs Instructional Designers and the wholesale group employs Technical Writers. Instructional Designers and Technical Writers execute the same tasks. Similar types of personnel are responsible for tracking training course utilization and attendance. The BellSouth University Customer Care Institute employs a higher number of training personnel. Numbers of retail and wholesale training personnel are based on course demand. The retail training organization is responsible for training a greater number of students and therefore retail training employs more training personnel to meet the retail demand.
Management Structure	BellSouth University Customer Care Institute personnel report to a Curriculum Manager responsible for their business unit.	BellSouth Professional Training Services personnel report to the Senior Manager in charge of Professional Training Services.	The management structure is nearly identical for the retail and wholesale training processes. Both retail and wholesale training personnel report to a manager who

Process Area	Retail Training BellSouth University Customer Care Institute Training	ALEC Training BellSouth Professional Training Services	Parity Evaluation
	business unit.	Services.	oversees the curriculum for the business unit (i.e. Customer Care Associates (CSA) Customer Care Business Unit).
Curriculum Development	Retail training curriculum development is driven by the customer care business units and is related to new systems, processes, or a need to better train on a particular topic. Retail training method and procedure guides to aid in curriculum development exist and are available to Instructional Designers.	Wholesale training curriculum development is driven by ALEC input, review of errors by the BellSouth Centers, and system and process changes. Wholesale training methods and procedures exist and are available to Technical Writers.	The curriculum development drivers and curriculum development procedures are comparable. The differences in curriculum development occur only at the content level. This is expected since the retail and wholesale training teams train personnel for execution of different tasks.
Training Effectiveness	Each training participant is provided with a survey to comment on course content and overall training effectiveness. The pre and post testing of students is conducted in order to gauge the amount of learning that occurs. Managers of each BellSouth business unit may determine that employees are deficient in certain areas and, subsequently, communicate the findings to the retail training organization. The retail training organization uses these effectiveness evaluations as a tool for potential revisions to training content or materials.	Each training participant is provided with a survey to comment on course content and overall training effectiveness. The participant is unable to receive a certificate of course completion until the survey is completed. The pre and post testing of students is conducted in order to gauge the amount of learning that occurs. The wholesale training organization reviews ALEC error reports to determine the effectiveness of training courses. The wholesale training organization uses these effectiveness evaluations as a tool for potential revisions to training content or materials.	Both the retail and wholesale training organizations use nearly identical methods to evaluate the effectiveness of training curriculum. Both retail and wholesale training organizations use the effectiveness evaluations to update training curriculum and materials in order to focus on training areas requiring additional attention.
Instructor	The Curriculum Manager	The Senior Manager	The retail and wholesale

Process Area	Retail Training BellSouth University Customer Care Institute Training	ALEC Training BellSouth Professional Training Services	Parity Evaluation
Oversight	reviews all training surveys. Issues identified in the surveys related to instructor performance are discussed with the instructor. The Curriculum Manager attends each instructor's course once per quarter.	responsible for Professional Training Services reviews data collected from the participant surveys for each instructor. The survey results are added to the training database. Reports are created for each instructor every quarter. Any issues identified are discussed with the instructor. The Senior Manager attends each instructor's class at least once per year. An independent contractor also provides instructor review at least twice per year.	training organizations use similar processes to review instructor performance. The frequency of review differs somewhat. The difference in number of observations is consistent with a lesser course schedule for ALEC training instructors.
Process Documentation	BellSouth University Customer Care Institute has internal methods and procedures available to all personnel conducting the various roles in the retail training process.	BellSouth Professional Training Service has internal methods and procedures documentation available to all personnel conducting the various roles in the wholesale training process.	Methods and procedures documentation is consistent between the retail and wholesale training organizations, except for those areas necessarily different due to differences in course content.
Attendance and Utilization Tracking	BellSouth University Customer Care Institute uses a database to track information on employee attendance. The database also stores information on course enrollment and can be queried to show such issues as low course attendance. The Director of Internal Support is responsible for updating the database.	BellSouth Professional Training Services uses a database to track attendance and course enrollment. ALEC personnel who attend training can query the database via the training website. The database provides ALEC personnel with information pertaining to their course history. The Training Coordinator is responsible for updating this database.	Similar attendance and utilization tracking processes are used by both the retail and wholesale training organizations. In addition, both databases are used to store similar data.

5.4 Parity Results Summary

BellSouth Professional Training Services is analogous to BellSouth University Customer Care Institute at the process level. Some variance occurs due to similar, but not identical, customers and course demand. KPMG Consulting determined that BellSouth's processes for managing Professional Training Services are in parity with the processes for managing BellSouth University Customer Care Institute.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed in Section 4.1, Table 4-2 above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 14 evaluation criteria considered for the ALEC Training Verification and Validation Review (PPR4). All 14 evaluation criteria received a satisfied result.

As all evaluation criteria are satisfied, KPMG Consulting considers the ALEC Training Verification and Validation Review (PPR4) test area satisfied at the time of the final report delivery.

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E. Test Results: Interface Development Verification and Validation Review (PPR5)

1.0 Description

The Interface Development Verification and Validation Review (PPR5) evaluated the BellSouth interface development procedures. The objectives of this test were to determine the adequacy, consistency, and completeness of BellSouth's processes for developing, providing, and maintaining Operation Support Systems (OSS) interfaces for pre-ordering, ordering, and maintenance and repair (M&R). The interfaces relevant to the ordering and pre-ordering aspects of this test include BellSouth's Telecommunications Access Gateway (TAG), Electronic Data Interchange (EDI), and Local Exchange Navigation System (LENS). Interfaces relevant for M&R include BellSouth Trouble Administration Facilitation Interface (TAFI) and Electronic Communications Trouble Administration (ECTA) products. The information sources used for this evaluation included interviews with BellSouth personnel, reviews of BellSouth's documented methods and procedures, and discussions with Alternative Local Exchange Carriers (ALEC) and KPMG Consulting's test ALEC interface development team (CKS).

2.0 Business Process

This section describes BellSouth's interface development business processes.

2.1 Business Process Description

The initial point of contact for an ALEC interested in obtaining access to the BellSouth OSS is either the BellSouth Account Team or the CLEC Advisory Team, depending on the type of interface. An ALEC seeking to obtain pre-order access to the BellSouth OSS may choose to interconnect and exchange data with BellSouth through the LENS or TAG interfaces. For ordering, ALECs may choose to interface through LENS, TAG, or EDI.

To ensure successful interconnection with BellSouth as well as the proper format of submitted business transactions, BellSouth provides an environment for ALECs to test basic system connectivity and gateway-to-gateway interface functionality. A BellSouth Testing Coordinator is assigned to assist the ALEC in further developing the interface and also to ensure that the systems are capable of processing valid service orders and responses.

BellSouth provides the following testing environments to support ALEC interconnection testing:

- ALEC interface testing – Testing for ALECs implementing a new interface, product, or release;
- Vendor interface testing – Testing for vendors implementing a new interface or product on behalf of a single or multiple ALECs;
- Certification testing – Testing for vendors to apply for BellSouth certification on a particular interface, product or release; and
- CLEC Application Verification Environment (CAVE) – Testing for ALECs and vendors to test a new release of TAG, EDI, or LENS.

ALECs initially developing their electronic interfaces with BellSouth undergo a process called new-entrant testing. This process assesses whether or not the interfaces and interactions work to the satisfaction of both the ALEC and BellSouth and that no adverse operational impacts occur to other ALECs.

In order to properly test and enhance their EDI and TAG interface capabilities, new-entrant ALECs are provided access to the CLEC Test Environments (CTEs); these environments are separate from production and are specifically designed for new-entrant testing. CTEs and the production environment use the same connectivity and are both designed to process transactions with similar response times. These test environments are utilized by ALECs and vendors during the development of new TAG or EDI interfaces to BellSouth's OSS.

The CLEC Application Verification Environment (CAVE) is used to test new software releases for ALECs and vendors that have completed certification testing and are already in production with BellSouth. New release testing offers ALECs a way to test upcoming BellSouth releases prior to the release(s) being implemented in production. Similar to new-entrant testing, ALECs test new releases through the EDI, LENS, or TAG interface and validate their systems development without triggering actual work orders.

BellSouth's interface testing process includes a standardized set of transactions, referred to as the Test Deck, which is composed of test customer account information, pre-order and order transactions, and Local Service Request (LSR) translation. BellSouth makes additions to the Test Deck when new products become available. Each test case has an expected result. BellSouth distributes an updated Test Deck for upcoming production releases before both the start of CAVE testing and the migration of code into production. For ALECs with relatively low volumes of pre-order and order transactions and for larger ALECs for pre-order transactions, BellSouth provides interconnection through LENS, which is a web-based graphical user interface (GUI). For this interface, BellSouth provides access to training and documentation and also provides necessary security identification (ID) cards, technical support, and passwords. Since LENS is available to any ALEC with a working internet connection, the process for this type of interface does not include support for establishing interface connectivity or the use of a specialized test environment.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target included the functions of developing, publicizing, conducting, managing, and monitoring interface development and interface development support for ALECs. Reviews of the following processes and sub-processes were included in the test:

- Developing interfaces;
- Interface development methodology;
- Provision of interface specifications and related documentation;
- Enabling and testing interfaces;
- Interface enabling and testing methodology;
- Availability of test environments and technical support to ALECs;
- Interface enabling and testing support;

- Release management; and
- Capacity management.

3.3 Data Sources

Data collected for the Interface Development Verification and Validation Review (PPR5) included the following:

- Initial and follow-up interviews with the BellSouth OSS development and support teams (for LENS, TAFI, EDI, ECTA, TAG, Capacity Planning, Carrier-to-Carrier Testing, Forecasting, LNP Gateway) in September, 2000 and December, 2000, respectively;
- Refresh interviews with the BellSouth OSS development and support teams (for LENS, TAFI, EDI, ECTA, TAG, Capacity Planning, Carrier-to-Carrier Testing, Forecasting, LNP Gateway) and OSS disaster recovery team in November, 2001;
- Interviews with the KPMG Consulting ALEC (CKS);
- Observations of OSS transactions by CKS;
- Initial and follow-up interviews with BellSouth OSS development teams for CAVE;
- The BellSouth Start-Up Guide;
- The BellSouth ECTA Start-Up Guide;
- CLEC TAFI User Guide;
- LENS Version 6.0 Training;
- TAG API Reference Guide;
- BellSouth EDI Specifications;
- Electronic Interface Implementation and Upgrade Communications Plan;
- Local Exchange Ordering Implementation Guide (LEO IG) Volumes 1 and 4; and
- BellSouth Business Rules for Local Ordering (BBR-LO).

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

Specific test activities conducted during the evaluation included:

- Review of both ALEC-facing documents and internal BellSouth interface development methods and procedures;
- Discussions with ALECs doing business with BellSouth;
- Interviews with BellSouth and internal KPMG Consulting interface development personnel;
- Observation of interface development efforts by KPMG Consulting internal development personnel;
- Attendance at BellSouth Inforum meetings;

- Observation of BellSouth Release Management; and
- Analysis of CLEC Application Verification Environment (CAVE) new release testing.

The Interface Development Verification and Validation Review (PPR5) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the Interface Development Verification and Validation Review (PPR5). The data collected were analyzed employing the evaluation criteria detailed in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 4-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 4-2.

Table 4-1: PPR5 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	11	8
Total Disposed as of Final Report Date	10	7
Total Open as of Final Report Date	1	1

Table 4-2: PPR5 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PPR5-1	Interface development methodology, responsibilities, and activities are defined.	Satisfied	BellSouth has interface development methodology responsibilities and activities defined for TAG, EDI, LENS, TAFI, and ECTA. **TAG** KPMG Consulting conducted interviews with the TAG Project Manager and the BellSouth TAG development team on September 27, 2000 to review BellSouth's interface development methodology. KPMG Consulting reviewed BellSouth documentation and monitored CKS interface implementation activities in order to test adherence to the defined methodology. KPMG Consulting determined that the interface development responsibilities and activities were defined. In refresh interviews conducted on November 14, 2001, KPMG Consulting confirmed that the development processes related to TAG had not changed. These methodologies, responsibilities, and activities

Test Reference	Evaluation Criteria	Result	Comments
			are documented in BellSouth's November 2000 Communication Plan for TAG[34], which lists key contact names and numbers. The specific steps required to comply with BellSouth's interface development process is contained in the BellSouth Startup Guide[35] and is also published on the BellSouth interconnection website.[36] KPMG Consulting verified that BellSouth maintains Advisory Teams, Account Teams/CLEC Care Team, and an Electronic Commerce (EC)/OSS CLEC Care Team to assist ALECs in documentation completion and issue resolution. The procedures used by these teams are documented in the Account Team /CLEC Care Team Methods and Procedures & Account Team/CLEC Care Team Information Package[37]. A refresh interview held on November 14, 2001 indicated that the methodology was both understood and was being followed. A master list outlining the specific steps required to comply with BellSouth's interface development process is contained in the BellSouth Startup Guide and is published on the interconnection website. **EDI** KPMG Consulting conducted interviews with the BellSouth EDI Project Manager on September 13, 2000 and November 11, 2001. KPMG Consulting reviewed BellSouth documentation and monitored the CKS interface implementation activities in order to test for adherence to the methodology. KPMG Consulting determined that interface development responsibilities and activities were defined for the EDI interface. The EDI Project Team Roster defines responsibilities of the Lead Project Manger Encore, the Electronic Data Transfer and Transformation (EDTAT) Team Lead, EDTAT Team Development and Support Teams, LCSC Electronic Team, BellSouth Technology Group (BTG), and Sales Support. These activities are

[34] Communication Plan for TAG Version 5.0, November 2000
[35] The BellSouth Start-Up Guide- BellSouth Interconnection Services Issue 1.5, April 2002
[36] The BellSouth interconnection website is available at:
http://www.interconnection.bellsouth.com/guides/html/clec_ar.html
[37] E-Commerce Account Team Procedures – Account Team Information Package Version 10, 3/6/2002

Test Reference	Evaluation Criteria	Result	Comments
			summarized in the Electronic Data Transfer and Transformation (EDAT) EDI Test Plan[38] documents. **LENS** The LENS interface development methodology, responsibilities, and activities were described during interviews with BellSouth's LENS development teams during September 2000. They are documented in Encore Electronic Interface Ordering (EIO) Deliverable Project Definition Final End-of-Design[39] document. These procedures were again confirmed in a refresh interview with the LENS Project Manager from BellSouth conducted on November 12, 2001. KPMG Consulting reviewed the BellSouth documentation and monitored the CKS interface implementation in order to verify that the methodology is carried out as documented. **ECTA** Upon review of BellSouth ECTA documentation, KPMG Consulting found that BellSouth lacked a consistent and documented process that enables ALECs to independently develop an ECTA interface. Exception 8 was issued as a result of these findings. In response, BellSouth issued the ECTA Start-up Guide[40], which delineates interface development responsibilities and activities, and the Joint Implementation Agreement (JIA)[41], which contains a master list that outlines the specific steps required to comply with BellSouth's interface development process. Based on KPMG Consulting's review of this new documentation, Exception 8 was closed. KPMG Consulting monitored CKS interface implementation activities in order to test for adherence to the ECTA interface development methodology. **TAFI**

[38] Electronic Data Transfer and Transformation (EDTAT) EDI Test Plan (T907) ENCORE Release 7.1 Version 1.0, 12/19/2000
[39] Encore Electronic Interface Ordering (EIO) Deliverable EIO Release 9.1 Project Definition (X9230) Final End-of-Design, 01/06/2001
[40] ECTA Start-Up Guide Issue 4, November 2001
[41] Joint Implementation Agreement (JIA) for Electronic Communications Trouble Administration (ECTA) Gateway for Local Service between CLEC and BellSouth Telecommunications, Inc. Issue 5.0, January 2002
[42] CLEC TAFI User Guide, Issue 6a, April, 2002

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting conducted an interview on November 6, 2001 with the BellSouth TAFI Project Manager. Information gathered from this interview indicated that software development modifications, updates, and testing are performed by different parties, such as BellSouth, Andersen Consulting (now Accenture), and EDS. Interface development methodology responsibilities and activities are delineated in BellSouth's CLEC TAFI User Guide[42]. KPMG Consulting monitored CKS in order to verify BellSouth's adherence to the defined methodology. **ALL INTERFACES** In addition to maintaining interface development documentation, BellSouth Account Teams also provide assistance to ALECs for documentation completion and issue resolution for all interfaces. These procedures were updated to reflect BellSouth's restructuring of the Account Team organization in January 2002. They are defined in the Account Team/CLEC Care Team Methods Procedures, Account Team/CLEC Care Team Information Package, and in the EC/OSS Procedures document.
PPR5-2	BellSouth has a software/interface development methodology that addresses requirements and specification definition, design, development, testing, and implementation.	Not Satisfied	KPMG Consulting determined that BellSouth has a software/interface development methodology that addresses requirements and specification definition, design, development, testing, and implementation for all interfaces. Based on the number of defects encountered in BellSouth releases 10.2 and 10.3, however, it appears that the BellSouth software/interface development methodology is not consistently followed. Exception 157 was issued. As of June 10, 2002 there have been eighteen (18) software and six (6) documentation defects identified in Release 10.5. KPMG Consulting amended Exception 157 to reflect these additional issues. Exception 157 remains open. **TAG** KPMG Consulting determined that BellSouth employed a complete software/interface development methodology for TAG. This information was obtained in an interview conducted by KPMG Consulting with the BellSouth TAG development team on September 27, 2000. KPMG Consulting also reviewed BellSouth documentation and monitored CKS interface implementation

Test Reference	Evaluation Criteria	Result	Comments
			activities and determined that BellSouth was adhering to the process. **EDI** Refresh interviews conducted with the EDI Project Manager on November 7, 2001 and with the BellSouth Carrier-to-Carrier Testing Managers for EDI on November 15, 2001 confirmed that a methodology was in place and was being followed. KPMG Consulting reviewed BellSouth documentation and monitored CKS interface implementation activities and confirmed adherence to the interface development methodology. BellSouth's overall development lifecycle processes are defined in BellSouth's Change Control Process[43] (CCP) documentation. Methodologies that address requirements and specifications design and development are defined in the Requirements Development Process[44] and Requirements Process Flow[45] documents. The methodology that addresses testing is defined in the Encore Electronic Interface Ordering (EIO) Overall Test Strategy[46] document. The methodology that addresses development and testing are defined in the EIO Test Approach for EDI[47] and EDI Test Plan documents. Overall testing methodology for all interfaces is contained in the EIO Release Test Strategy and EIO Product Test Approach documents. During an interview with the BellSouth ALEC testing team on December 5, 2001, KPMG Consulting determined that BellSouth does not support Pre-Order testing in the CLEC Application Verification Environment (CAVE). In a follow-up interview held on December 10, 2001, KPMG Consulting determined that BellSouth did not have processes in place to support an ALEC request for a new pre-order test scenario. As a result, Exception 128 was issued. KPMG Consulting's retesting activities consisted of interviews with ALECs and Vendors who had conducted testing in the CAVE. From these discussions it was determined that an ALEC or Vendor could issue a pre-order transaction in CAVE. Exception 128 was subsequently closed.

[43] Change Control Process Version 3.1, 05/29/2002.
[44] Requirement Development Process Version 2a, 05//19/1999
[45] BellSouth Requirement Process Flow
[46] ENCORE EIO Overall Test Strategy (T911) Version 2.0, 11/30/2001
[47] Encore EIO Test Approach Document (T910) for EDI Version 1.0, 9/21/2000

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting found that BellSouth's EDI test environment is inadequate for testing an ALEC's EDI interface. The EDI test environment did not allow ALECs to fully test Local Number Portability (LNP) without the use of live customers. Exception 1 was issued. BellSouth developed a complete EDI test environment. KPMG Consulting was satisfied that this addressed the issues in Exception 1 and closed the exception. KPMG Consulting found, through testing of BellSouth's test cases provided to ALECs for EDI end-to-end testing, that the test cases were either incomplete or incorrect. KPMG Consulting issued Exception 3. BellSouth updated and completed the EDI test cases. KPMG Consulting was satisfied that this issue was resolved and closed Exception 3. Based on KPMG Consulting's experiences with EDI development and testing coupled with review of BellSouth documentation, KPMG Consulting determined that BellSouth lacked an appropriate process, methodology, and robust test environment for testing an ALEC-developed EDI interface. As a result, KPMG Consulting issued Exception 6. BellSouth developed the EDI test environment to address this issue. Based on a review of the testing process developed by BellSouth and observations of the CKS test transactions, KPMG Consulting was satisfied that this addressed the issues raised in Exception 6 and closed the exception. **TAFI** In the CLEC TAFI Specifications document, BellSouth defines system and functional requirements as well as design specifications, system components, testing, and implementation processes for ALECs. The above document is posted on the ALEC homepage of the BellSouth website. This information was confirmed in an interview with the BellSouth TAFI Project Manager on September 28, 2000. KPMG Consulting reviewed the BellSouth website and monitored CKS interface development activities. This allowed KPMG Consulting to determine that the information was correct and available to ALECs. **ECTA** KPMG Consulting reviewed BellSouth documentation and found that BellSouth did not have sufficient, publicly available, documentation

Test Reference	Evaluation Criteria	Result	Comments
			that provided information to ALECs about how to establish physical connectivity with the ECTA interface. Exception 7 was issued as a result. Exception 7 was closed following the issuance of the ECTA Start-up Guide and modified JIA. KPMG Consulting also monitored interface development efforts by CKS to confirm BellSouth's adherence to the process for ECTA requirements, specification definition, design, development, testing, and implementation. The monitoring of the CKS development of an ECTA interface allowed KPMG Consulting to determine that the required development information was available to ALECs and also correct.
PPR5-3	Interface development methodology has a defined quality assurance process.	Not Satisfied	KPMG Consulting determined that the BellSouth interface development methodology documentation includes a quality assurance process. However, as evidenced by the number of defects encountered in BellSouth Releases 10.2 and 10.3, it appears that the BellSouth Quality Assurance process is not consistently followed. Based on this finding, KPMG Consulting issued Exception 157. KPMG Consulting reviewed the results of Release 10.5 to ensure adherence to the BellSouth quality assurance process. As of June 10, 2002 there have been eighteen (18) software and six (6) documentation defects identified in Release 10.5. KPMG Consulting amended Exception 157 to reflect these additional issues, and the exception remains open. **TAG** As a result of interviews with the BellSouth TAG Project Manager on September 27, 2000 and on November 14, 2001, KPMG Consulting determined that BellSouth has a defined and documented quality assurance process for interface development. The overall quality assurance strategy is defined in the TAG Quality Assurance Plan[48]; the processes for verifying defects and managing defect resolution are defined in the document entitled Electronic Interface Testing Guidelines[49]; and a release management strategy is

[48] TAG & RoboTAG Quality Assurance Plan, version 3, 04/17/2001
[49] Electronic Interface Testing Guidelines, version 4.0, dated April 2002

Test Reference	Evaluation Criteria	Result	Comments
			set forth in the Release Management End-to-End Process Flow[50] document. KPMG Consulting identified that BellSouth does not apply system fixes to defects for all production versions of the OSS interfaces. **EDI** Based on interviews held with the EDI Project Manager on September 13, 2000 and November 11, 2001, KPMG Consulting determined that BellSouth has a defined and documented quality assurance process for EDI interface development. These quality control processes are defined in the EIO Product Test Approach and Electronic Interface Testing Guidelines and the EDI Testing Guidelines for CLECs[51] documents. The problem resolution process for tracking defects was discussed in an interview with the EDI project team members of BellSouth on November 7, 2001 and with the LENS project team on September 11, 2000 and November 12, 2001. KPMG Consulting discovered that there was a standard procedure that assures that defects are properly verified, and that the management of the defect resolution processes is defined (as per the Release Management End-to-End Process Flow document).
PPR5-4	Responsibilities and procedures for developing and updating interface specification documents are defined.	Satisfied	KPMG Consulting has determined that BellSouth has defined responsibilities and documents for developing and updating interface specification documents for all interfaces. KPMG Consulting issued Exception 168, which noted that BellSouth has not updated the BellSouth Pre-order business rules to correlate to the correct versions of TAG. This issue had previously been noted in Exception 25, which was closed when BellSouth updated the relevant documents. In BellSouth's response to Exception 168, it noted the problem and stated that it would correct the website. KPMG Consulting reviewed the BellSouth website, verified that the updates had been applied, and closed Exception 168. As a result of interviews conducted by KPMG Consulting with the BellSouth Interconnection Operations Group on September 12, 2000 and the Electronic Interface Support Group on September

[50] Release Management End-to-End Process Flow, version 1.2, dated 01/15/2002
[51] EDI Testing Guidelines for CLECs, version 4, dated June 20, 2001

Test Reference	Evaluation Criteria	Result	Comments
			19, 2000, KPMG Consulting determined that BellSouth has defined responsibilities and procedures for developing and updating interface specification documents. The BellSouth Interconnection Operations Group and the Electronic Interface Support Group are responsible for the documentation for all interfaces that include: TAG, EDI, LENS, TAFI, and ECTA. These procedures are defined in the Change Review Board Charter[52], the Requirements Process Flow, and Change Control Process documents. Refresh interviews conducted on November 14, 2001, and a spot review of new versions of the interface development documentation confirmed the existence and adherence to the processes for updating interface documentation. **TAG** BellSouth did not have public documentation available for ALECs to correlate the available version(s) of the TAG interface with either the BBR-LO OSS 99 or the BellSouth Pre-Order Business Rules. Exception 25 was issued to reflect this issue. BellSouth updated the applicable documents and, as a result, Exception 25 was closed. **LENS** Information about developing and updating LENS interface specification documentation responsibilities and procedures was gathered in interviews with the LENS project team conducted by KPMG Consulting on September 11, 2000 and November 12, 2001. Following these interviews, KPMG Consulting reviewed the BellSouth interconnection website and determined that the LENS documents had been properly updated. **TAFI** During interviews with the TAFI Project Manager conducted on September 28, 2000 and November 6, 2001, BellSouth stated that there are generally four releases planned for each year. The BellSouth TAFI Project Manager is responsible for developing and updating TAFI Interface Specification[53] documents. A review of the TAFI documents determined that Interface Specifications were

[52] Change Review Board Charter, version 5.0, dated 02/01/2001
[53] CLEC TAFI Specifications, Version 02, May, 1997

Test Reference	Evaluation Criteria	Result	Comments
			properly incorporated. **ECTA** The ECTA responsibilities and procedures for developing and updating interface specifications are defined in the JIA. ECTA is a standards-based interface and as such is ruled by the tenets of the JIA. Based on a review of the applicable standards by KPMG Consulting it was determined that BellSouth implemented the interface standards without modification.
PPR5-5	Interface specifications that define applicable business rules, data formats and definitions, and transmission protocols are available to customers.	Satisfied	BellSouth has interface specifications that define applicable business rules, data formats and definitions, and transmission protocols. KPMG Consulting confirmed that these are made available to its customers by reviewing the information delivered to CKS during interface development and through a review of the documents on the BellSouth interconnection website. Through an interview with the Electronic Project Management Organization of BellSouth on September 12, 2000, KPMG Consulting was informed that BellSouth had made interface specifications available to customers. KPMG Consulting has also monitored both the BellSouth website and BellSouth communications (through the Change Management Process and with CKS) to confirm the availability of interface specifications. **TAG** During development of the TAG interface by the KPMG Consulting test ALEC, KPMG Consulting identified that BellSouth did not have a documented process available for ALECs to establish connectivity. Exception 20 was issued. BellSouth updated the ALEC documents. KPMG Consulting reviewed the updated documentation and was satisfied that it included information for ALECs to establish connectivity. Exception 20 was closed. Data formats, definitions, and transmission protocols for TAG are defined in the TAG API Reference Guide[54] and TAG Programmer's Job Aid[55]. **EDI** Interface specifications for EDI are available for

[54] TAG API Reference Guide, issue 3, dated March 2002
[55] TAG Programmer's Job Aid, version 6.0, dated January 15, 2000

Test Reference	Evaluation Criteria	Result	Comments
			ALEC reference. The purpose of the specifications is to define applicable business rules, data formats and definitions, and transmission protocols. These specifications can be found in BellSouth's EDI Specifications Guide[56] and BBR-LO[57]. KPMG Consulting reviewed BellSouth's EDI documentation and identified inconsistencies and omissions in both the EDI Specifications and BBR-LO. These errors would prevent successful ALEC EDI interface development. As a result, KPMG Consulting issued Exception 2. BellSouth corrected errors in the EDI Specifications and BBR-LO and issued a revised version of each to address these deficiencies. KPMG Consulting reviewed documentation and conducted retesting based on the updated documentation. KPMG Consulting determined that the errors had been corrected. Exception 2 was closed. **LENS** Interface specifications for LENS, including access methods and rules, are defined in the LENS User Guide[58]. KPMG Consulting further confirmed information about how these specifications are made available to customers in an interview with the BellSouth LENS Project Manager on November 12, 2001. **TAFI** Interface specifications for TAFI that define business rules, data format, and transmission protocols are found in the CLEC TAFI User Guide[59], CLEC TAFI End-User Training Manual[60], and CLEC TAFI Specifications documents. This information was further corroborated in two interviews with the BellSouth TAFI Project Manager on September 28, 2000 and November 6, 2001. **ECTA** Data formats, definitions, and transmission protocols for ECTA are defined in the JIA and the ECTA Start-Up Guide documents. Through interviews with the BellSouth ECTA Project

[56] EDI Specifications Guide, dated August 30, 2000
[57] BellSouth Business Rules for Local Ordering, Issue 10.5, issued June 2002
[58] LENS User Guide, version 10.4, dated March 24, 2002
[59] CLEC TAFI User Guide, issue 5.0, dated September 2000
[60] CLEC TAFI End-User Training Manual, issue 1.0, dated March 2000

Test Reference	Evaluation Criteria	Result	Comments
			Manager conducted on September 28, 2000 and November 6, 2001, KPMG Consulting determined that the interface specifications contained the required information and that they were made available to ALECS wishing to use the ECTA interface.
PPR5-6	Customer support for interface development is available.	Satisfied	BellSouth provides interface development customer support for each available interface. KPMG Consulting determined that BellSouth provides customer support for interface development. This determination was confirmed during interviews conducted with the BellSouth Project Manager of Customer Systems Group on September 13, 2000, the BellSouth TAG Project Manager on November 14, 2001, the EDI Project Manager on September 13, 2000 and on November 7, 2001, and the BellSouth Electronic Communications (EC) Support team on March 26, 2002, as well as through continuous monitoring of customer support by BellSouth for CKS. KPMG Consulting also determined that the primary customer support channel for TAG API development and testing is provided by the BellSouth ALEC Account Team/CLEC Care Team and the EC/OSS CLEC Care Team, whose customer support procedures, template forms, and specific contact information are detailed in the Account Team/CLEC Care Team Methods and Procedures and the EC/OSS CLEC Care Team documents. This criterion is not applicable to LENS or TAFI GUI interfaces into the BellSouth systems. LENS and TAFI do not require development by ALECs.
PPR5-7	Procedures for updating interface specifications are integrated with formal change management procedures.	Satisfied	KPMG Consulting determined that BellSouth has procedures in place for updating interface specifications and that they are integrated with the formal change management procedures. Based upon information provided during an interview on September 12, 2000 with the BellSouth Interconnection Operations Group, KPMG Consulting determined that the process for updating interface specifications is integrated with change management procedures. Procedures for updating interface specifications for all interfaces are defined in BellSouth's Change Control Process document. Processes for managing and deploying proposed changes are made in accordance with the industry

Test Reference	Evaluation Criteria	Result	Comments
			average of major release cycles, which is every six months, or as required by regulatory changes. Change requests and Change Review Board (CRB) decisions are distributed via e-mail to pre-identified, interested parties. Procedures for updating the EDI interface specifications are made in compliance with the ANSI ASC X12 EDI and TCIF industry standards. Processes for managing and deploying proposed ECTA changes are defined in the JIA document. Since ECTA is a standards-based interface and BellSouth does not modify the standards, the JIA covers all specifications and specification changes. These changes are consistent with the BellSouth Change Control Process.
PPR5-8	A methodology exists for conducting carrier-to-carrier testing of interfaces with customers seeking to interconnect.	Satisfied	BellSouth has a methodology for conducting carrier-to-carrier testing with customers wishing to interconnect. Processes for conducting carrier-to-carrier testing, including physical connectivity testing, API testing, application testing, validity testing, production verification testing, and service readiness testing are defined in the following documents: the TAG Testing Plan and Guidelines[61], the Electronic Interface Testing Guidelines, and the CLEC Testing Process[62]. The testing processes for ECTA are detailed in the JIA. During interviews with BellSouth on September 19, 2000, September 21, 2000 and November 15, 2001, KPMG Consulting learned that carrier-to-carrier test methods are outlined in the CLEC Technical Support Handbook[63] and are summarized in the Encore EIO Overall Release Test Strategy. Procedures governing BellSouth/ALEC communication throughout the testing process are outlined in the Electronic Interface Implementation and Upgrade Communications Plan[64]. KPMG Consulting also monitored the interface development activities of CKS for TAG, EDI, LENS, TAFI, and ECTA. **EDI**

[61] TAG Testing Plan and Guidelines, dated 10/12/1998
[62] CLEC Testing Process, dated May-1999
[63] CLEC Technical Support Handbook, dated 01/22/2000
[64] Electronic Interface Implementation and Upgrade Communications Plan, version 4.0 dated March 2002

Test Reference	Evaluation Criteria	Result	Comments
			As a result of the KPMG Consulting EDI development and testing and the review of BellSouth documentation, KPMG Consulting determined that BellSouth lacked an adequate process, methodology, and/or robust test environment for testing an ALEC-developed EDI interface. Exception 6 was issued. BellSouth developed the EDI test environment, and KPMG Consulting closed the exception. **TAG** BellSouth provides documented methods and procedures for conducting carrier-to-carrier testing of interfaces and makes them available to ALECs. Processes for conducting carrier-to-carrier testing, including physical connectivity testing, API testing, application testing, validity testing, production verification testing, and service readiness testing are defined in the TAG Testing Plan and Guidelines, Electronic Interface Testing Guidelines, and CLEC Testing Process documents. Test procedures are outlined in the CLEC Technical Support Handbook. The overall process for conducting carrier-to-carrier testing is outlined in the Electronic Interface Implementation and Upgrade Communications Plan and is summarized in the Encore EIO Overall Release Test Strategy. Carrier-to-carrier testing processes were determined to be complete based on information from interviews with the BellSouth carrier-to-carrier testing managers for LNP and Non-LNP on September 21, 2000 and on November 15, 2001. **LENS** According to BellSouth Carrier Notification SN91083045 distributed on May 17, 2002, CAVE testing of LENS is scheduled for availability with release 10.6 on August 24, 2002. This system is currently in ALEC Beta testing. **ECTA** KPMG Consulting reviewed BellSouth documentation and conducted testing activities and found that BellSouth did not have sufficient, publicly available documentation that provided information to ALECs regarding how to establish physical connectivity with the ECTA interface. Exception 7 was issued as a result. Exception 7 was closed following the issuance of

Test Reference	Evaluation Criteria	Result	Comments
			the updated ECTA Start-up Guide. This document defined processes for conducting physical and application connectivity testing, API testing, validity testing, production verification, and service readiness testing. **TAFI** Since there is no ALEC testing of the TAFI GUI interface, this criterion is not applicable to this interface.
PPR5-9	Functioning test environments are available to customers for all supported OSS Interfaces.	Satisfied	BellSouth makes test environments available to customers for all supported OSS Interfaces. During an interview with BellSouth test managers it was determined that pre-order functionality was not fully supported in the CAVE test environment. As a result, Exception 128 was issued. Following the issuance of Exception 128 KPMG Consulting conducted interviews with several ALECs/Vendors regarding CAVE Pre-order testing. Based on these interviews, KPMG Consulting is satisfied that pre-order testing can take place in CAVE and has closed Exception 128. **TAG** Test environments are available for new entrant, regression, and new release testing. BellSouth supports several different types of testing. The different types include: ♦ ALEC Interface Testing – Testing for ALECs implementing a new interface, product, or release; ♦ ALEC Vendor Interface Testing – Testing for vendors implementing a new interface, or product (e.g., EDI, TAG, Resale, UNE-P, LNP, etc.) ♦ Certification Testing – Testing for vendors who apply for BellSouth approved certification on a particular interface, product, or release; and ♦ Functional Testing – Testing done in the CAVE, where ALECs can opt to conduct further functional testing, or vendors can conduct validity testing. In addition to conducting interviews, KPMG Consulting monitored the interface development and testing activities of CKS of all interfaces including TAG, EDI, LENS and ECTA. KPMG Consulting conducted reviews of relevant test

Test Reference	Evaluation Criteria	Result	Comments
			environment BellSouth documentation. New release testing is conducted in the CAVE for TAG, EDI and LENS. The rules are detailed in the documents entitled CAVE One Hop Testing Guide[65], CAVE Test Readiness Review Guide[66], and CAVE Help Desk Defect Management Process[67]. The CLEC Technical Support Handbook also details the test environment including Ports and IP Addresses. Interviews conducted by KPMG Consulting with the TAG Project Manager on November 14, 2001 and the CAVE Project Managers on December 5, 2001 confirmed that functional test environments are available for all supported OSS interfaces. **EDI** The detailed process of how ALECs can go about testing an electronic interface in the EDI test environment was discussed in interviews with the Local Number Portability (LNP) system release management team member on September 21, 2000 and the LNP and Non-LNP testing managers on November 15, 2001. The BellSouth CAVE testing procedures were explained to KPMG Consulting by the CAVE support team of BellSouth in an interview on December 5, 2001. **ECTA** New and existing entrant test environment availability is covered in the JIA. The functional test environment for ECTA was discussed with the ECTA Project Manager of BellSouth in interviews on September 28, 2000 and November 11, 2001. These interviews supported the fact that test environments were available to ALECs. **LENS** CAVE testing of LENS will be available with Release 10.6 scheduled for release on August 24, 2002. **TAFI** This criterion was not applicable to the TAFI GUI interface. Application to application testing is not

[65] CAVE One-Hop Testing Guide Version 0.3, March 8, 2001
[66] CAVE Test Readiness Review (TRR) Guide Version 0.2 Draft, March 7, 2001
[67] CAVE Help Desk Defect Management Process Version 0.3 draft, March 7, 2001

Test Reference	Evaluation Criteria	Result	Comments
			conducted for GUI-based systems.
PPR5-10	Carrier-to-carrier test environments are stable and segregated from development and production environments.	Satisfied	BellSouth has stable test environments that are segregated from development and production environments. During an interview with the BellSouth test managers it was determined that pre-order functionality was not fully supported in the CAVE test environment. As a result, Exception 128 was issued. Following the issuance of Exception 128 KPMG Consulting conducted interviews with several ALECs/vendors regarding CAVE Pre-order testing. Based on these interviews KPMG Consulting was satisfied that pre-order testing could take place in CAVE and closed Exception 128. During interviews conducted with BellSouth on November 14, 2001 and December 5, 2001 KPMG Consulting was informed that carrier-to-carrier test environments were stable and were segregated from production. New and existing entrant test environment availability is detailed in the JIA. **TAG** To ensure stability, the Encore Electronic Interface Implementation and Upgrade Communication Plan states that an ALEC should contact the Electronic Commerce Account Team and Vendors should contact the Software Vendor Process Project Manager (SVP PM) or the Test Desk in the event of operational issues. Through interviews conducted with the TAG Project Manager on November 14, 2001 and the CAVE support team on December 5, 2001, KPMG Consulting was informed that carrier-to-carrier test environments were stable and segregated from production. **EDI** Through review of BellSouth's documentation, KPMG Consulting found that BellSouth's EDI test environment appeared to be inadequate for the testing of an ALEC's EDI interface. BellSouth lacked proper controls and processes to permit testing of LNP without affecting existing live customers. Exception 1 was issued. Modifications made by BellSouth to the test environment and business rules allowed the use of live customer data for testing EDI LNP with loop service. KPMG Consulting determined that these

Test Reference	Evaluation Criteria	Result	Comments
			transactions would not impact the customer since Completion Notices and Number Portability Administration Center (NPAC) messages are not sent. Based on the BellSouth modifications, KPMG Consulting closed Exception 1. **TAFI** Since there is no ALEC testing of the TAFI GUI interface this criterion is not applicable.
PPR5-11	On-call support is available for interface testing.	Satisfied	BellSouth provides on-call support during interface testing. **TAG** Through an interview conducted with BellSouth TAG Project Manager on September 27, 2000, KPMG Consulting determined that BellSouth provides communication channels to support interface testing. This information was corroborated during an interview with the BellSouth carrier-to-carrier test team that took place on December 5, 2001. KPMG Consulting monitored CKS interaction with BellSouth support during development of all interfaces. Contact information, phone numbers, and responsible organizations for production, testing, and the client API are listed in the TAG API Reference Guide document. **EDI** According to the terms and conditions within BellSouth's Electronic Interface Testing Guidelines document, BellSouth's ALEC Help Desk and EC Support. EC Support is available Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. Eastern Time and has after hour and weekend coverage available as described on the interconnection website. Support channels and work groups are defined in the Electronic Interface Implementation and Upgrade Communications Plan. **ECTA** The JIA provides details on support during ECTA testing. **TAFI** This criterion was not applicable to the TAFI GUI interface since CLECs do not undergo application-to-application testing of this interface.

Test Reference	Evaluation Criteria	Result	Comments
PPR5-12	Carriers are provided with documented specifications for connection and administration of tests.	Satisfied	BellSouth provides documented specifications for connectivity and the administration of tests. **TAG** Through interviews with the Local Number Portability (LNP) System Release Manager on September 21, 2000 and the requirements and release manager for Encore Systems on September 26, 2000 coupled with refresh interviews with the test managers of LNP and Non-LNP testing for BellSouth on November 15, 2001, KPMG Consulting found that sufficient guidelines for connection and administration of tests were provided by BellSouth for carrier-to-carrier testing. KPMG Consulting monitored connectivity efforts undertaken by CKS the during interface development process. Processes for conducting physical connectivity testing, application connectivity testing, API testing, application testing, validity testing, production verification testing, and service readiness testing are defined in the Electronic Interface Testing Guidelines and the CLEC Testing Process documents. **EDI** KPMG Consulting's testing with BellSouth showed that the test cases BellSouth provides an ALEC for EDI end-to-end testing were either incomplete or incorrect. KPMG Consulting issued Exception 3. BellSouth updated and completed the EDI test cases. Based on these revisions, Exception 3 was closed. The BellSouth Project Manager of Customer Support Group indicated in an interview on September 13, 2000 that details and documentation regarding the connection process could be obtained from the BellSouth Account/ CLEC Care Team. Processes for conducting physical connectivity testing, application connectivity testing, application testing, validity testing, production verification testing, and service readiness testing are defined in the Electronic Interface Testing Guidelines[68] that are used in conjunction with JIA documents. **ECTA**

[68] Electronic Interface Testing Guidelines are available at the following link: http://www.interconnection.bellsouth.com/carriertypes/lec/EIITD/EI_Test_Guidelines.pdf

Test Reference	Evaluation Criteria	Result	Comments
			Specifications for connection of tests for ECTA are defined in the ECTA Start-up Guide. The process of administration and connection of testing was discussed with the BellSouth CAVE support group in an interview on December 5, 2001. BellSouth personnel revealed that in addition to providing documentation, BellSouth also assigns a test manager to an ALEC to oversee the entire testing process. **TAFI** Specifications for TAFI connectivity are defined in the CLEC TAFI Specifications[69] document.
PPR5-13	Active test environments are subject to version control and carriers are notified before version changes are made in the test environment.	Satisfied	BellSouth test environments are subject to version control and carriers are notified before version changes are made. BellSouth and the ALECS conduct meetings on an on-going basis regarding improvements to the BellSouth testing procedures. KPMG Consulting attended these meetings and verified that they serve as a method of notifying ALECs about test environment enhancements. In addition, ALECs may use these meetings to participate in the test development process. **TAG, EDI, and LENS** KPMG Consulting conducted an interview with the Director of Disaster Recovery at BellSouth on November 14, 2001 and concluded that version control exists for active test environments and that carriers are notified by their BellSouth contacts before version changes are made in the test environment. KPMG Consulting monitored the activities of CKS to determine if active test environments are subject to version control. KPMG Consulting also monitored BellSouth notifications regarding test environment changes and based on interviews with various ALECs and Vendors, KPMG Consulting is satisfied that the test environments are subject to version control and that proper notification is given to carriers. The Encore Electronic Interface Implementation and Upgrade Communication Plan document provides procedures from initial contact through planning, connectivity, technology support, test

[69] Competitive Local Exchange Carrier (CLEC) Trouble Analysis Facilitation Interface (TAFI) Specifications, version 2, May, 1997.

Test Reference	Evaluation Criteria	Result	Comments
			plans, end-to-end testing, and production support. Version control procedures for test environments are defined in the EIO Rolling Release Plan[70]. The information in this document was presented in an interview with the Project Manager of Customer Support Group of BellSouth on September 13, 2000. Information gathered during a refresh interview with the BellSouth Release Manager on November 7, 2001 further confirmed these procedures. During an interview with the BellSouth test managers it was determined that pre-order functionality was not fully supported in the CAVE test environment. As a result, Exception 128 was issued. Following the issuance of Exception 128 KPMG Consulting conducted interviews with several ALECs/vendors regarding CAVE Pre-order testing. Based on these interviews KPMG Consulting is satisfied that pre-order testing can take place in CAVE and has closed Exception 128. **ECTA** For ECTA, customer notification is covered under Change Management Practices Verification and Validation Review (PPR1). **TAFI** This criterion was not applicable to the TAFI interface because there is no ALEC testing of this GUI Interface.
PPR5-14	Procedures are defined to log software bugs, errors, and omissions in specifications, and other issues discovered during carrier-to-carrier testing.	Satisfied	Procedures are defined by BellSouth to log software bugs, errors, and omissions in specifications as well as other issues discovered during carrier-to-carrier testing. **TAG, EDI, and LENS** The CAVE Help Desk Defect Management Process document details the process to log software bugs, errors, and omissions in specifications, and other issues discovered during carrier-to-carrier testing. Once a defect is properly logged and submitted, BellSouth's Change Control Process is followed to ensure consistent review and prioritization. KPMG Consulting confirmed this conclusion in an interview with the BellSouth carrier-to-carrier test team on September 19, 2000. A refresh interview

[70] Encore Electronic Interface Ordering (EIO) Application Rolling Release Plan, version 12, dated 06/11/2001

Test Reference	Evaluation Criteria	Result	Comments
			was conducted with the same team on November 15, 2001 and it was confirmed that no changes have occurred to the process. For EDI, the procedures for handling software defects and management of software fixes were explained in two interviews with the Project Manager of Customer Support Group on September 13, 2000 and the CAVE support team on December 5, 2001. **ECTA** The ECTA Start-Up Guide outlines the procedures for defect resolution. Every ECTA trouble incident, whether it occurs during testing or is reported in production, is tracked in BellSouth's Change Management Version Control (CMVC) system. Periodic reviews of CMVC logs by the ECTA support staff ensure timely, and/or appropriate, resolution of all problems or bugs. **TAFI** This criterion was not applicable to the TAFI interface because there is no ALEC testing of this GUI Interface.
PPR5-15	On-call technical support is available for production interfaces.	Satisfied	BellSouth provides on-call technical support for all production interfaces. KPMG Consulting monitored CKS during the interface development and production phases of this project. KPMG Consulting confirmed the availability of on-call technical support through interviews, document reviews, and monitoring of technical support provided to CKS. **TAG** Production support is made available for the TAG release currently in production. Contact information is provided in the TAG API Reference Guide. The BellSouth Account/CLEC Care Team coordinates production support with the EC Support team. Technical support procedures and contact information are documented in the EC Support Account Team Methods and Procedures and Account Team Information Package documents. These procedures were outlined by the BellSouth TAG Project Manager in interviews conducted on September 27, 2000 and on November 14, 2001 and with the EC Support Team Operations Director in an interview on November 27, 2001.

Test Reference	Evaluation Criteria	Result	Comments
			EDI BellSouth provides on-call assistance for the EDI release currently in production. Support procedures were confirmed during an interview with the EC Support team on March 26, 2002. **LENS** Customer support is made available for the LENS release currently in production. Contact information is detailed in the LENS User Guide. As indicated by BellSouth in an interview with the LENS Project Manager on November 12, 2001, the EC Support Team is the contact point organization for ALEC for all support issues. **TAFI** Customer support is made available for TAFI release currently in production. Contact information is provided in the CLEC TAFI User Guide. **ECTA** The ECTA Start-Up Guide provides contact information and the normal hours of availability for technical support representatives available to ALECs.
PPR5-16	Regular communication forums (e.g., meetings, newsletters, workshops, etc.) are held for customer interface development.	Satisfied	BellSouth holds regular communications forums for customer interface development. These include the BellSouth CLEC Inforum and the TAG and EDI user groups. KPMG monitored the Inforum and the EDI users group discussions to determine adherence to related processes and procedures. **TAG** Through an interview conducted with the Interconnection Operations Group of BellSouth on September 12, 2000, KPMG Consulting was informed that regular communication forums were held for customer interface development. Procedures for handling and communicating changes or issues arising during TAG interface development and deployment are defined in the Change Review Board Charter and BellSouth's Change Control Process documents. Non-change related communication forums are outlined in the Electronic Interface Implementation and Upgrade Communication Plan documents. In March 2002, a new TAG user forum was established to improve communication among the BellSouth and TAG user

Test Reference	Evaluation Criteria	Result	Comments
			communities. KPMG Consulting attended and monitored the TAG user forum discussions to verify that this forum was made available as part of on-going customer interface development. **EDI** KPMG Consulting conducted an interview with the BellSouth Interconnection Operations Group on September 12, 2000 and was informed that there was regular communication forums held for customer interface development. An EDI user forum was established to improve communication between BellSouth and the EDI user community. **ECTA** BellSouth ECTA is an ANSI standard interface and thus follows ANSI forums/meetings and newsletters. For ECTA, each client has a unique software module. New functionality is introduced to a client's module only after that client indicates a desire to use it thereby allowing the ALEC to decide whether to adopt the new national standard. Through interviews conducted with the BellSouth Project Manager for ECTA on September 28, 2000 and November 6, 2001, KPMG Consulting confirmed that procedures for regular communications for customer interface development with BellSouth are documented. **LENS and TAFI** This criterion was not applicable to the LENS or TAFI interfaces because there is no ALEC development required for these GUI interfaces.
PPR5-17	A software and interface development methodology exists that defines the process for release management and control.	Not Satisfied	KPMG Consulting determined that the BellSouth software and interface development methodology includes the process for release management and control; however, it is not consistently followed. KPMG Consulting reviewed these procedures as related to release 10.5 scheduled for production on May 31, 2002. Based on the number of defects encountered in BellSouth releases 10.2 and 10.3, it appears that the BellSouth Quality Assurance process is not consistently followed for new software releases. Exception 157 was issued. KPMG Consulting reviewed the results of Release 10.5 to ensure adherence to the BellSouth quality assurance process. As of June 10, 2002 there have been eighteen (18) software and six (6) documentation

Test Reference	Evaluation Criteria	Result	Comments
			defects identified in Release 10.5. KPMG Consulting amended Exception 157 to reflect these additional issues, and this exception remains open. The overall release management process was discussed in interviews with the BellSouth Release Manager on September 26, 2001 and on November 11, 2001. This process is applicable to all BellSouth interfaces. Based on these interviews and review of formal documentation, BellSouth has a defined and documented release management process that is adhered to for all ENCORE releases. Release management and version control procedures are defined in the Release Management End-to-End Process Flow document and the Encore EIO Deliverable Application Rolling Release Plan documents.
PPR5-18	Business rules and software change logs exist, are updated and shared with ALECs in a timely manner.	Satisfied	KPMG Consulting has determined that BellSouth maintains and updates business and software change logs. These are shared with the ALECs in a timely manner. Through interviews with BellSouth documentation and Project Managers on September 12, 2000, and November 15, 2001, KPMG Consulting noted that business rules and software change logs existed and were updated by BellSouth for sharing with ALECs. Business rules and software changes are recorded and distributed via the Change Request Log, as documented in BellSouth's Change Control Process document. Changes are approved, prioritized, and managed according to the document entitled Release Management End-to-End Process Flow. This process is applicable to all BellSouth interfaces.
PPR5-19	Technical and business processes (i.e., software testing, bug fixes, release notification, etc.) exist and are adhered to during customer development and pre-production testing.	Satisfied	BellSouth adheres to technical and business processes during development and pre-production testing. **TAG, EDI, and LENS** New releases are developed, tested, and deployed on a scheduled basis, as defined in the Electronic Interface Implementation and Upgrade Communication Plan. Acceptance testing is completed prior to production release, as defined in CAVE User Acceptance Testing Plan[71]. Timing of new releases allows time for customers to develop changes and is controlled by the Release

[71] CAVE User Acceptance Testing Plan, version 4, dated 04/20/2001.

Test Reference	Evaluation Criteria	Result	Comments
			Management Team (which is governed by both the Change Review Board Charter and Change Control Process documents). This was further confirmed during interviews with the BellSouth Release Manager on September 26, 2000 and September 7, 2001. KPMG Consulting confirmed adherence with the process by reviewing BellSouth's internal development defect list, release management project schedule, and BellSouth Carrier Notifications throughout the release cycle. **ECTA** Minor releases of ECTA are deployed as required to fix "bugs," as defined in the ECTA Start-Up Guide, while major releases are driven by changes to ANSI standards. According to the ECTA Start-Up Guide: ♦ Timing of new releases allows time for customers to develop changes; ♦ A test bed for new releases is available to customers; ♦ Earlier versions are supported for a pre-defined period; ♦ Notification is given before support is withdrawn; and ♦ A process is in place that prioritizes needs for changes. This procedure was confirmed in an interview with the BellSouth ECTA Project Manager on September 28, 2000. KPMG Consulting confirmed that the process had not changed as part of a refresh interview conducted on November 6, 2001. **TAFI** This criterion was not applicable to the TAFI interface because there is no ALEC development required for this GUI interface.
PPR5-20	Measures exist for contingency planning within release management.	Satisfied	Measures exist for contingency planning within release management. An interview with EDS, BellSouth's contractor for network management and capacity planning, was conducted on September 11, 2000. KPMG Consulting determined that measures exist for contingency planning. BellSouth documented its

Test Reference	Evaluation Criteria	Result	Comments
			measures for contingency planning in the Guide to Operational Understanding[72] document. These measures apply to all interfaces. An additional interview with the BellSouth Directors with responsibility for the Disaster Recovery team was conducted on November 14, 2001. This interview confirmed the existence of the procedures, including assigned roles and responsibilities, and confirmed that there are procedures in place to handle disasters. Component and fall-over recovery are also covered in the JIA.
PPR5-21	Business scenarios, conditions, or transaction volumes that trigger the addition of capacity, load re-balancing, or system tuning are defined.	Satisfied	BellSouth has implemented capacity plans that allow load balancing and system tuning based on changes in business requirements, conditions, or changes in transition volumes. In the Capacity Planning Methodology, Practices, and Requirements[73] document, BellSouth defines the conditions used to identify the need for capacity expansion and/or performance tuning for all interfaces. This planning is applicable to all BellSouth interfaces. This document also lists the transaction-volumes tracking and forecasting details for all interfaces. BellSouth capacity planners also provided this information during an interview conducted on September 20, 2000. This information was confirmed to have not changed in a refresh interview conducted on November 6, 2001.
PPR5-22	Resources and procedures are in place to adjust for changes in demand of services.	Satisfied	BellSouth has processes and resources to allow adjustments based on changes in demand for service. **TAG, EDI , LENS, and TAFI** Through two interviews conducted with BellSouth Technology Services and EDS on September 11, 2000, it was confirmed that resources and procedures were in place to meet changes in demand of services. TAG, LENS, and EDI standard operation procedures (SOPs) documents cover adjustments to changes in demand and resources for mainframe, midrange, and transport systems and are defined in the Capacity Planning Management Activity Definitions[74] document and also in each separate SOP document.

[72] Guide to Operational Understanding, Issue 2, dated July, 2001
[73] Capacity Planning Methodology, Practices and Requirements, dated June 1, 2001
[74] Capacity Planning Management Activity Definitions

Test Reference	Evaluation Criteria	Result	Comments
			ECTA For ECTA, procedures are defined in the JIA. Based on the currently low volumes, resources to support changes in service demand are not warranted at this time.
PPR5-23	Contingency plans for production interfaces exist to mitigate the impact of unexpected changes in business and transaction volume.	Satisfied	BellSouth has contingency plans in place to mitigate the impact of unexpected changes in business or transaction volumes. **TAG, EDI , LENS, and TAFI** Through an interview conducted with the BellSouth disaster recovery team on November 14, 2001, BellSouth identified that contingency plans for production interfaces exist for unexpected circumstances. Procedures used by BellSouth and EDS to mitigate the impact of unexpected changes are defined in the Capacity Planning Methodology, Practices, and Requirements document. **ECTA** For ECTA, procedures for component and fail-over recovery are defined in the JIA.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of the test.

6.1 Summary of Findings

There were 23 evaluation criteria considered for the Interface Development Verification and Validation Review (PPR5) test. Twenty evaluation criteria received a satisfied result. Three evaluation criteria (PPR5-2, PPR5-3, PPR5-17) received a not satisfied result. It is KPMG Consulting's opinion that significant issues remain unresolved in the PPR5 testing area.

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IV. Pre-Order/Order Domain Results and Analysis

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A. Test Results: POP Manual Order Processing Evaluation (PPR7)

1.0 Description

The Pre-order, Order and Provisioning (POP) Manual Order Processing Evaluation (PPR7) was an analysis of BellSouth methods and procedures used to handle manual orders during order processing. Manual orders include orders that are sent by fax or electronic mail and electronically submitted orders that require manual intervention. The objective of the test was to validate the processes and procedures used to support manual submission of orders for service.

Additionally, practices related to the manual processing of orders were compared with retail practices for parity, to the extent that specific retail analogs were identified.

2.0 Business Process

This section provides a summary of manual order processing procedures used by Alternative Local Exchange Carriers (ALEC) to order BellSouth local exchange services.

2.1 Business Process Description

ALECs order BellSouth local exchange services by submitting Local Service Requests (LSR) and Access Service Requests (ASR). LSRs for Complex, Resale, and Unbundled Network Element (UNE) services are processed at the BellSouth Local Carrier Service Center (LCSC). ASRs are used to order local exchange trunks and facilities and are processed at the Local Interconnect Service Center (LISC).

2.1.1 Local Service Request (LSR) Manual Order Processing Procedures

All ALEC orders for Complex, Resale, and UNE services are processed at the LCSC. The BellSouth LCSC locations in Atlanta, Georgia and Birmingham, Alabama are the primary order receipt and order-processing centers for Florida ALECs. ALECs are assigned to one of these locations during the account establishment process. The LCSC receives LSRs by fax from ALECs and from the BellSouth Complex Resale Support Group (CRSG), which receives LSRs from the ALECs via electronic mail. The LCSC also receives and processes partially mechanized orders (electronically submitted orders that require manual intervention for processing).

2.1.1.1 Manually Submitted Orders

The CRSG in Birmingham, Alabama receives ALEC orders for Complex Resale and Complex UNE services that require various pre-order activities before they can be processed at the LCSC. These activities include: verification of switch type, determination of cable pair availability, and completion of service inquiry documents. The CRSG also has an internal help desk, the Pending Facility (PF) Help Desk, which handles expedite requests and troubleshoots orders in PF status. In addition, the CRSG supports the Account Team with sales support functions.

ALECs submit service requests to the CRSG via electronic mail. Clerical employees at the CRSG pre-screen and acknowledge receipt of the orders via electronic mail. The orders are then assigned to Systems Designers who complete pre-order activities by communicating with downstream provisioning organizations. System Designers can reject orders if order information is incomplete or if the requested service cannot be provided.

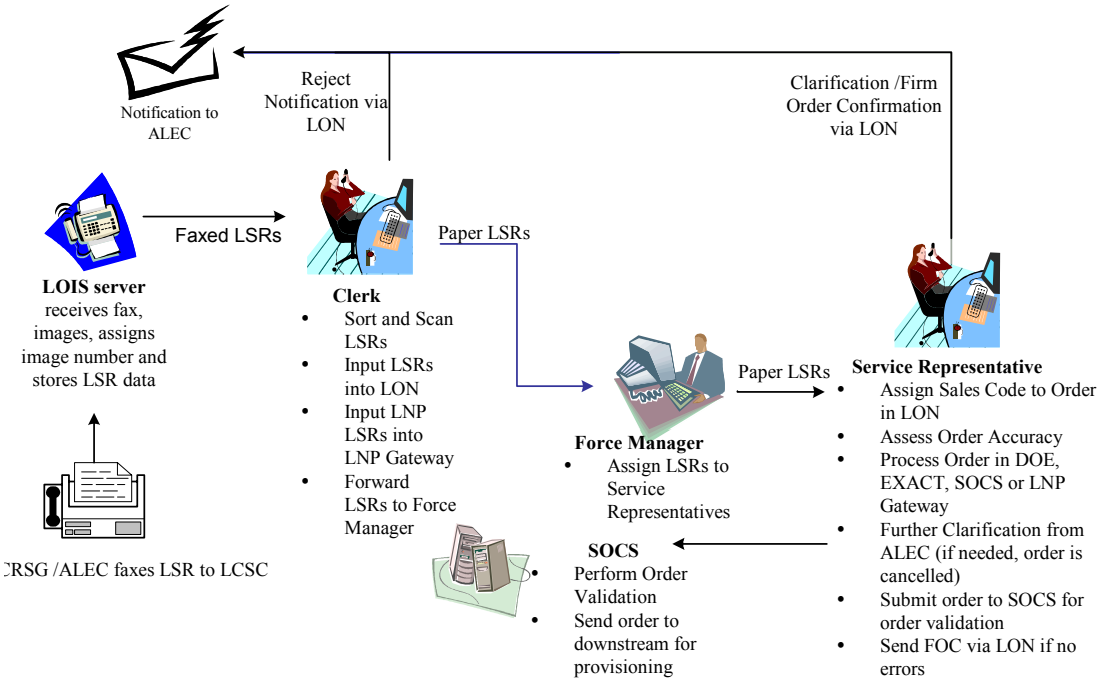
Reject notices are sent to the ALEC by electronic mail. System Designers can also query and clarify orders by placing a telephone call to the ALEC to request additional information. After

pre-order activities are complete, the orders are faxed by the CRSG to the LCSC for order processing as shown in Figure 7.1.

ALECs submit manual requests for non-Complex Resale, non-Complex UNE and pre-established Complex services to the LCSC by fax. Once manually submitted orders are received at the LCSC, they are completed using the following processes (also shown in Figure 7.1):

- Incoming faxes are automatically imaged, assigned an image number, and stored in the Local Ordering Imaging System (LOIS) fax server as they are received at the LCSC.
- Clerks pull the LSRs from the fax server and sort and scan them for legibility and completion of required fields.
- The LSRs are also logged into the Local Order Number (LON) order tracking system on a first-in-first-out basis. Information such as the LSR Purchase Order Number (PON), fax server image number, and other required fields are entered into the tracking system. Illegible or incomplete LSRs are rejected and sent back to the ALEC by selecting the reject button in LON. LON automatically sends a reject via the LCSC fax server.
- Orders for Local Number Portability (LNP) are entered into the LNP Gateway for automatic service order generation. The LNP Gateway allows mechanized porting of telephone numbers (TNs) with the Number Portability Administration Center (NPAC).
- The LSR forms are forwarded to work force managers at the LCSC, who in turn assign them to service representatives for processing on a first-in-first-out basis.
- Service representatives claim the orders by assigning their sales code to the assigned PON in the LON database. The representatives review the LSRs and ensure that all required fields are completed. Those with missing information are returned to ALECs through LON, as clarifications. Service requests with complete information are entered into the Direct Order Entry (DOE) System, BellSouth Exchange Access and Control Tracking (EXACT) or Service Order Communication System (SOCS). DOE is a front-end order entry system used to generate service orders and subsequent order updates. DOE offers editing capabilities that enable service representatives to correct order entry errors before issuing the orders to the SOCS service order processor. Clearing errors can include sending clarification notices to ALECs for additional information.
- SOCS performs additional edits and flags orders with errors. Service representatives must then clear all errors. As a result they may need to send clarification notices to ALECs. Once the errors are cleared in SOCS, the service order is automatically sent to downstream organizations for provisioning. If a clarification is needed from the ALEC, the service order is cancelled. The ALEC must then send a supplemental LSR with correct information. A new service order is issued when an accurate LSR is received.
- Service representatives send Firm Order Confirmation (FOC) notices to ALECs to advise them that their orders were received and successfully processed, and that a service due date was assigned.

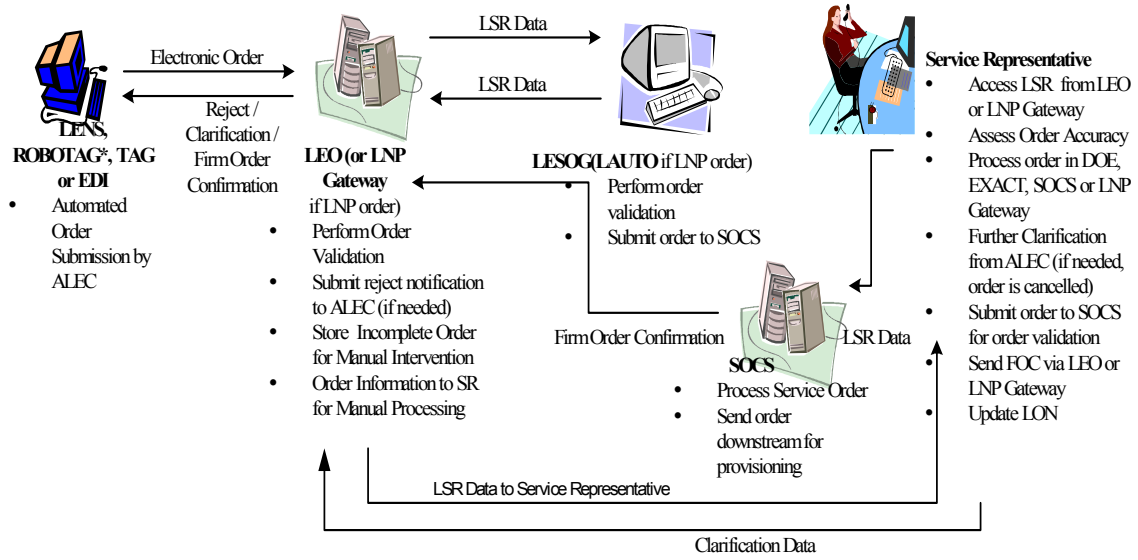
Figure 7-1: LCSC Manual Order Process Flow



2.1.1.2 Partially mechanized orders

The following diagram shows the receipt and flow of partially mechanized orders at the LCSC.

Figure 7-2: LCSC Partially Mechanized Order Process Flow



*As of April 3, 2002, the Florida Public Service Commission has removed ROBOTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP).

Partially mechanized orders are orders that are submitted through one of the order entry interfaces and fall out of the electronic flow to the LCSC for manual handling. Orders fall out of the electronic flow for a number of reasons as defined in various BellSouth customer guides[1]. For example, orders can fall out due to incorrect character or product types. Orders are submitted using the Local Exchange Navigation System (LENS), Electronic Data Interchange (EDI), Robust Telecommunications Access Gateway (ROBOTAG[2]) or Telecommunications Access Gateway (TAG) interfaces. Orders are routed to the LCSC for manual handling and are completed using the following process:

- LSRs for Resale and UNEs transmitted by ALECs via LENS, ROBOTAG, TAG or EDI flow into the Local Exchange Ordering (LEO) system or the LNP Gateway, which are databases and control systems. LEO or the LNP Gateway perform the first level of order validation and automatically sends reject notices to ALECs when data is missing, prohibited fields are populated, or when other pre-determined error conditions occur. Error conditions are documented for ALECS in BellSouth customer guides[3].
- When the LSRs are validated, LEO sends the data to the Local Exchange Service Order Generator (LESOG), which performs a second level of edits. If LESOG cannot process an order, the data is transmitted back to LEO, which stores it for manual processing by the LCSC. The LNP Gateway sends the data to LNP Automation (LAUTO) to perform second level edits.
- Service representatives claim the LSRs from the LEO system or the LNP Gateway and review them for accuracy. The representatives clear errors or clarify the requests with ALECs if necessary. Clarifications are processed through LEO or the LNP Gateway and returned to the ALECs via the same interface through which the order was received. Service representatives then issue the service orders to SOCS. SOCS flags errors, which must be cleared before service orders are successfully generated.
- Service orders are automatically generated and sent to downstream systems for provisioning. SOCS returns response notices to LEO or the LNP Gateway, which generate FOC notices and automatically send them to ALECs through the same electronic interface the service request was received (i.e. LENS, EDI, ROBOTAG or TAG).
- After an order is provisioned, SOCS is automatically updated with order completion information[4].
- Pending order status and completion notifications are automatically sent to the ALEC from LEO or the LNP Gateway.

2.1.2 Error Handling Procedures

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[1] e.g. The BellSouth Business Rules for Local Ordering, Flow-Through Ordering Matrix available on the BellSouth interconnection website at http://www.interconnection.bellsouth.com/guides/html/leo.html

[2] As of April 3, 2002, the Florida Public Service Commission has removed ROBOTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP).

[3] The BellSouth Business Rules for Local Ordering, Error Message Table available on the BellSouth interconnection website at http://www.interconnection.bellsouth.com/guides/leo/html/gleoo032/indexf.htm

[4] SOCS maintains pending orders and their associated history until they are cancelled or the billing system notifies SOCS that a completed order was posted. Completed orders are purged from the SOCS database.

Service representatives are required to monitor the Quality Assurance (QA) report, which is generated at the close of each business day. The QA report reflects service order errors that are not detected before a service order is issued and a FOC notice is submitted to the ALEC. Service representatives are required to correct service order errors or to send jeopardy notices to ALECs for errors that are the result of inaccurate or incomplete information provided by ALECs. Jeopardy notices are sent through the LON database.

2.1.3 LCSC Process Management Procedures

The LCSC Operations Director is responsible for monitoring the centers' day-to-day operations and for the overall administration of training activities. In addition, the Operations Director is responsible for ensuring that employees adhere to procedures and meet service requirements. This responsibility includes identifying specific training needs and forwarding these requirements to the Training Manager.

Service representatives are responsible for ensuring that only correct service orders flow into the provisioning systems. Team Leaders, who are supervisory level personnel, periodically pull samples of orders worked by each Service representative and review them for quality and integrity of content. These reviews are used for performance evaluation, coaching, development, and identification of training needs.

Managers participate in quality review meetings every six months to review and improve the overall effectiveness of the Quality Management System based on information, analysis and reported trends.

Long-term forecasting and capacity management for the LCSC is centrally managed through the Network Services Organization. This group determines resource requirements using force models and submits recommendations for staffing levels to the LCSC Operations Director. Managers and team leaders monitor daily staffing levels and make appropriate scheduling decisions based on recommendations from an in-house force-loading manager.

2.1.4 Access Service Request (ASR) Manual Order Processing Procedures

Requests for local exchange trunking and facilities are received and processed at the LISC in Birmingham, Alabama. ASRs can be submitted manually by fax or electronically via Network Data Mover (NDM) or Common Access Front End (CAFÉ). Both systems provide an interface to the EXACT system. EXACT is an automated system used to process customer ASRs to SOCS.

Service representatives review ASR fax requests to ensure that all required fields are populated and that ASRs are legible. Incomplete or incorrect requests are returned to the ALEC by fax for correction. Service representatives also verify that service requested is available and that the valid codes are entered into the LISC ASR system. After this review, ASRs are typed into the EXACT system and service orders are issued to SOCS. SOCS flags any errors, which must be cleared by service representatives before a service order is successfully provisioned.

When a service order is issued, FOC notices are generated to customers and the service orders are scheduled for provisioning. FOC notices like reject and clarification notices, are sent to customers via the same method as order receipt.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test targets for the POP Manual Order Process Evaluation (PPR7) were the pre-ordering and ordering procedures related to the manual order process. Specific processes and sub-processes in the test target included the following:

- Receive and log orders for manual processing;
- Process orders manually;
- Send order response;
  - Delivery of error messages and queries;
  - Delivery of confirmations and completions;
- Track and report status;
- Escalate problems;
- Capacity management process;
- Process management;
  - General management practices; and
  - Performance measurement process.

3.3 Data Sources

The data collected for this test included training guides, job aids and various LCSC method and procedure documents from the BellSouth Corporate Directory and Information Access (CDOA) database. Examples of documents obtained include the Quick Start Training Guide for CRSG Systems Designers, the LON User Guide, and the Service Order Error Corrections document.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The evaluation methodology consisted of interviews, observations of the CRSG, LCSC and LISC operations, and documentation reviews of BellSouth manual pre-order and order processes and procedures. It was designed to determine whether BellSouth's manual processes provide an adequate framework for receipt, review and execution of manual orders.

KPMG Consulting observed CRSG, LCSC, LISC operations and manual order processing procedures. The manual ordering procedural evaluation was conducted by interviewing BellSouth managers and employees at the CRSG in Birmingham, Alabama, the LCSCs in Atlanta, Georgia and Birmingham, Alabama and the LISC in Birmingham, Alabama. The order process observations included site visits with System Designers at the CRSG, service representatives at the LISC and in the Resale, UNE and Complex Groups at the LCSC. KPMG

Consulting also reviewed CRSG, LCSC and LISC internal method and procedure documentation as well as information available on the BellSouth interconnection website.

KPMG Consulting observed POP Functional Evaluation (TVV1) activities during production testing to determine if processing procedures were consistent with guidelines provided in BellSouth customer guides for manual ordering. This review included observations of order submission processes and associated order responses.

The POP Manual Order Process Evaluation (PPR7) included a checklist of evaluation criteria developed by KPMG Consulting during the preparation of test activities for the BellSouth OSS Evaluation. These evaluation measures, detailed in the Master Test Plan, provided the framework of norms, standards, and guidelines for the POP Manual Order Process Evaluation (PPR7).

The data collected were analyzed employing the evaluation measures referenced in Section 4.1.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 7-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 7-2.

Table 7-1: Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	2	1
Total Disposed as of Final Report Date	2	1
Total Remaining Open as of Final Report Date	0	0

Table 7-2: Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
Ordering Process			
PPR7-1	Manual order processes are defined and documented.	Satisfied	CRSG procedures are defined and documented for BellSouth employees in the Quick Start Training Guide for Systems Designers, and for ALECs on the BellSouth interconnection website.[5] LCSC procedures are defined and documented for BellSouth employees in the BellSouth CDIA system and in the BellSouth ordering guides available to ALECs on BellSouth's interconnection website.[6] Information is also

5 http://www.interconnection.bellsouth.com/centers/html/crsg.html
6 http://www.interconnection.bellsouth.com/guides/html/leo.html.

Test Reference	Evaluation Criteria	Result	Comments
			available in the BellSouth Business Rules for Local Ordering – OSS99.[7] LISC procedures are available for BellSouth employees in the BellSouth CDIA system.
PPR7-2	Procedures for receiving and logging manual orders are defined and documented.	Satisfied	Orders received at the CRSG are processed in accordance with procedures defined on BellSouth's interconnection website under the CRSG drop-down menu.[8] Procedures are available to CRSG employees through materials such as the Quick Start Training Guide and the BellSouth Resale Information Tracking Enabler (BRITE) system job aid. Procedures for receiving and logging Local Service Requests (LSRs) at the LCSC are defined in a number of documents available to employees through BellSouth's CDIA system. For example, procedures for receiving and logging faxed orders are available to clerks through a Clerical Work Instructions document. LISC procedures for receiving and logging orders are also documented in the CDIA system, for example, in the LISC Clarification Policy document. During on-site observations, KPMG Consulting observed BellSouth employees receiving and logging order information as described in method and procedure documentation. For example, System Designers were observed receiving email requests and logging order information into BRITE. LCSC clerks were observed receiving LSRs via the fax server and logging information into the LON tracking system. LCSC service representatives were observed receiving partially mechanized orders in the LEO system. LISC service representatives were observed receiving and logging orders into the EXACT system.
PPR7-3	Procedures for service order generation are defined and documented.	Satisfied	Procedures for LCSC and LISC service order generation are defined in method and procedure guides, which are available to service representatives through the CDIA system by product or service type.

[7] BellSouth Business Rules for Local Ordering – OSS99, Issue 9L, March 30, 2001, page 177.
[8] http://www.interconnection.bellsouth.com/centers/index.html

Test Reference	Evaluation Criteria	Result	Comments
			LSRs that are received at the CRSG are submitted to the LCSC for service order generation. Service requests received at the LCSC are generated in DOE[9], EXACT or SOCS. KPMG Consulting observed service representatives generating service orders in DOE, EXACT and SOCS and following documented methods and procedures. Service requests received at the LISC are processed in EXACT. KPMG Consulting observed LISC service representatives using EXACT to process ASRs.
PPR7-4	Procedures for addressing errors and exceptions are defined and documented.	Satisfied	CRSG procedures for addressing errors and exceptions are documented for employees in the Quick Start Training Guide. An internal CRSG Help Desk, the Pending Facility Help Desk, handles pending-facility orders and expedite requests. Unusual occurrences are escalated to managers. LCSC procedures for addressing erroneous information on LSRs are available to employees through method and procedure guides listed by product or service type, and in the Service Order Error Corrections document. Both sources are available in the CDIA system. Procedures for dealing with exceptions are in CDIA documentation e.g., Complex Resale Ordering Guide and Service Order Error Corrections document. Unusual occurrences are escalated to management. LISC procedures for addressing errors are also documented in CDIA, for example, the LISC Clarification Process document.
PPR7-5	Procedures for escalation of problems are defined and documented.	Satisfied	CRSG escalation procedures are defined, documented, and readily available to BellSouth employees and ALECs. Information is available to employees through internal methods and procedures guides such as the Quick Start training tool for System Designers. CRSG escalations are tracked through the BRITE database. Procedures are available to wholesale customers through the BellSouth

[9] Used for orders issued in North Carolina, South Carolina, Georgia and Florida.

Test Reference	Evaluation Criteria	Result	Comments
			interconnection website under the CRSG drop-down tab.[10] KPMG Consulting observed System Designers using BRITE to log requests for escalations. LCSC escalation procedures are also defined on the BellSouth interconnection website.[11] Escalations are tracked on Call Referral Forms at the Birmingham and Atlanta LCSCs and on Call Analysis Sheets at the Fleming Island, Florida LCSC. The tracking forms are completed by service representatives and forwarded to managers for further handling. Escalation procedures are available for employees on BellSouth's CDIA system. KPMG Consulting observed LCSC service representatives logging escalated issues on Call Referral Forms and Call Analysis sheets and following documented methods and procedures. At the LCSC, issues are tracked on paper Call Analysis Sheets. The Call Analysis Sheets have a field for service representatives to indicate when ownership of an issue is transferred to another group or escalated to managers. KPMG Consulting observed employees as they used the Call Analysis Sheets for issue tracking purposes. KPMG Consulting determined that the Call Analysis Sheets did not adequately facilitate status tracking and management reporting. The Call Analysis Sheets were not used consistently across all LCSC locations and employees did not have real time access to information contained therein. As a result, KPMG Consulting issued Exception 110. In response to Exception 110 BellSouth implemented an electronic customer contact management system to replace the paper Call Analysis Sheet. BellSouth also implemented an internal Escalation Help Desk to track and manage escalated issues to completion. KPMG Consulting evaluated the new call tracking processes and procedures and determined that BellSouth satisfied the issues addressed in Exception 110. KPMG Consulting therefore

[10] http://www.interconnection.bellsouth.com/centers/index.html
[11] http://www.interconnection.bellsouth.com/centers/html/lcsc.html
[12] http://www.interconnection.bellsouth.com/centers/html/lisc_esc.html

Test Reference	Evaluation Criteria	Result	Comments
			closed Exception 110. LISC escalation procedures are defined for employees in the CDIA system, procedures are defined for ALECs on the BellSouth Interconnection website[12]
PPR7-6	Procedures for status tracking and reporting are defined and documented.	Satisfied	At the CRSG, status tracking and reporting is managed through the BRITE system. Criteria used for LSR tracking include: Employee ID, PON ID, Date Received, Pending Facility Condition, Escalation, and Contact number. BRITE is also used to generate reports. Procedures for using the BRITE system are available to employees through the BRITE Job Aid. CRSG documentation provides guidelines for transfer of ownership of PONs. The process documentation is available for employees in the Quick Start Training Guide and for ALECs on the BellSouth interconnection website.[13] At the LCSC, order status is tracked through the Order Tracking system also known as the LON system. Procedures for using LON are available in the LON User Guide, which is in the CDIA system. Status tracking procedures are provided to wholesale customers through the CLEC Service Order Tracking System (CSOTS) User's Guide under the statusing tab.[14] CSOTS reports are available under the reports tab.[15] Wholesale customers are instructed to contact the ordering center with questions regarding discrepancies on the online status reports. KPMG Consulting also reviewed various BellSouth reports used to track order status and ownership of orders through the process. Following is a sample of the reports reviewed: ♦ The Daily Order Status by Group Report; ♦ The Not Done Center Report; ♦ The Atlanta Outstanding UNE Work Report; and ♦ Reports showing orders in Pending

[13] http://www.interconnection.bellsouth.com/centers/html/crsg.html
[14] http://www.interconnection.bellsouth.com/guides/index.html
[15] http://www.interconnection.bellsouth.com/main/clec.html

Test Reference	Evaluation Criteria	Result	Comments
			Facility, Missed Appointment, Assignable Order, and Fault Assignable Order status. KPMG Consulting observed managers using these various status-tracking reports and determined that they were complete and consistent. For example, the reports were used to make decisions about resource adjustments in order to meet ordering timeliness requirements. Status tracking at the LISC is achieved through the EXACT system. Procedures for using EXACT are documented in CDIA documentation. ALECs obtain order status by contacting the LISC as documented on the BellSouth Interconnection web site.[16]
PPR7-7	Procedures for addressing and reporting on confirmations and completions are defined and documented.	Satisfied	CRSG Systems Designers issue FOCs as indicated in the CRSG methods and procedure documents such as the Quick Start Training Guide. Procedures are also available to ALECs on the BellSouth interconnection website by selecting CRSG from the drop down menu.[17] Procedures for issuing confirmations and completions at the LCSC are provided to employees through internal method and procedure guides available on BellSouth's CDIA system. Procedures are delineated by product/service type. KPMG Consulting reviewed CDIA materials and verified that observed procedures were consistent with documented procedures. Procedures are available to ALECs via BellSouth ordering guides, which are found on BellSouth's interconnection website.[18]. Status information is available to ALECs through the CLEC PON Status Report which can also be accessed on the BellSouth interconnection website. CRSG and LCSC Center managers use a number of reports to track confirmations and completions per stated intervals. KPMG Consulting reviewed daily and operational reports such as FOC and Clarification Duration

[16] http://www.interconnection.bellsouth.com/centers/html/ipc.html
[17] http://www.interconnection.bellsouth.com/centers/index.html
[18] http://www.interconnection.bellsouth.com/guides/html/leo.html

Test Reference	Evaluation Criteria	Result	Comments
			reports and determined that they adequately facilitated reporting on confirmations and completions of orders. LISC error handling procedures are also available in CDIA documentation listed by product/service type. KPMG Consulting reviewed CDIA materials and verified that observed procedures were consistent with documented procedures.
Process Management			
PPR7-8	Process management procedures are defined and documented.	Satisfied	Process management procedures for the LCSC, LISC and CRSG are defined and documented. Sources of documentation include the Local Operating Procedures document, the Local Quality Manual, and the CRSG Quick Start training tool for CRSG Systems Designers. The documentation includes procedures for revision control and process audits. BellSouth provides ordering center employees an on-line mechanism, the Action Request process, for suggesting process improvements and changes to method and procedure guides. KPMG Consulting observed the functionality of the on-line Action Request process. The suggestions made are reviewed by subject matter experts and implemented accordingly. Changes to external process and procedural documents are communicated to ALECs via the official change control process (see Change Management Practices Verification and Validation Review (PPR1)).
PPR7-9	Procedures for maintaining security and integrity of data exist.	Satisfied	BellSouth uses various procedures to maintain security and integrity of data. BellSouth's systems incorporate user identifications, passwords, SecurIDs, and firewalls to secure access. Service representatives have read only access to view orders submitted electronically using the ALEC's company code. All BellSouth buildings use badged-access controls. KPMG Consulting observed employees logging onto their personal computers using SecurIDs, and entering their "User ID" information whenever a new order was created.
PPR7-10	Performance management procedures are defined and	Satisfied	Performance metrics and objectives for CRSG employees are documented in the Quick Start

Test Reference	Evaluation Criteria	Result	Comments
	documented.		Training Guide for Systems Designers. Performance metrics and objectives for LCSC service representatives are defined and documented in the service representative Appraisal Plan, which is available on BellSouth's CDIA system. Service representatives are evaluated based on two performance measures: a qualitative measure, which measures Service Order Accuracy (SOA), and a quantitative measure, which measures LSRs per hour. Objectives vary depending on the product group. At the center level, performance measurements are based on FOC and Clarification objectives. The LCSC's internal performance objective is to return 100% of all FOCs to ALECs within established timeframes as listed in CLEC ordering guides available on BellSouth's interconnection website.[19] BellSouth personnel are evaluated on this measure by comparing actual performance to established standards. Employees within the Quality Management Organization measure the process and the results are reported to LCSC directors and managers. LCSC managers monitor daily and operational reports. Reports used include FOC and Clarification Duration Reports. KPMG Consulting reviewed copies of these reports and determined that management used the reports to track performance and adjust staffing accordingly. LISC performance metrics and objectives are documented in the service representative Appraisal Plan, which is available in the CDIA system.
Capacity Management			
PPR7-11	Procedures for capacity planning are defined and documented.	Satisfied	CSM capacity management procedures, which include backup procedures for managers, are defined in the Customer Support Manager Guidelines for Interaction with CLECs. KPMG Consulting conducted interviews with BellSouth LCSC managers and reviewed documentation. The analysis revealed that the

[19] http://www.interconnection.bellsouth.com/guides/html/leo.html

Test Reference	Evaluation Criteria	Result	Comments
			manual ordering process included defined procedures for capacity planning, however LCSC processes were not sufficiently documented. KPMG Consulting issued Exception 94 because the LCSC documentation provided by BellSouth in response to previous data requests was not complete. Specifically, BellSouth had not provided documentation showing the procedures used for collecting and analyzing historical and forecast data in order to make headcount determinations for ordering center employees. Secondly, BellSouth had not provided documented contingency plans for managing unexpected peaks in order volume. BellSouth provided this documentation and Exception 94 was closed. BellSouth's capacity models forecast resource requirements based on current workloads, employee productivity, industry trends, and ALEC-provided forecasts. CRSG and LISC capacity management procedures were included in BellSouth internal documentation provided to KPMG Consulting.
PPR7-12	Procedures for scaling capacity in the event of unexpected demand peaks exist.	Satisfied	The CRSG has a documented capacity management plan, which includes procedures for managing unexpected changes in order volume. LCSC procedures list contingency plans for action in the event of unexpected order volumes or emergency situations. The LCSC Operations Assistant Vice President is responsible for managing these situations. LISC capacity management includes procedures for handling unexpected demand peaks using overtime.
PPR7-13	Capacity Planning tools are operational.	Satisfied	KPMG Consulting observed that BellSouth used capacity planning tools to identify and adjust resource requirements. For example, BellSouth established an additional LCSC in Jacksonville, Florida in order to accommodate growth in overall LSR order volumes. KPMG Consulting reviewed documentation showing forecasting and capacity management tools that were used to make the business case for the new LCSC.

5.0 Parity Evaluation

This section contains the parity evaluation for the POP Manual Ordering Process Evaluation (PPR7).

5.1 Overview

In accordance with the Master Test Plan, KPMG Consulting examined manual ordering processes and procedures used at BellSouth's retail and wholesale ordering centers to determine whether the processes are in parity. KPMG Consulting examined the following manual order sub-process areas: manual ordering centers, order receipt, order entry and service order generation, order tracking, escalation procedures, performance measurement, capacity management, and documentation.

In order to conduct this parity evaluation, KPMG Consulting attempted to identify specific retail analogs to evaluate. KPMG Consulting determined that retail analogs do not exist for some wholesale manual ordering sub-processes. Where analogs are present, KPMG Consulting determined that the wholesale manual ordering sub-process areas are similar to the retail center sub-process areas, with differences attributable to variations in customers served at the respective centers. Based on this analysis, KPMG Consulting determined that BellSouth wholesale and retail manual ordering sub-processes, where analogs are present, are in parity.

5.2 Method of Analysis

KPMG Consulting conducted interviews with BellSouth Florida personnel at the retail and wholesale centers that process manual orders. These interviews focused on the customers, manual processes and procedures, systems used, order-processing employees' level of training, and documentation associated with the manual ordering function. KPMG Consulting also reviewed documentation explaining the processes and procedures of both the retail and the wholesale manual ordering centers.

5.3 Parity Results

A summary of the results of KPMG Consulting's parity evaluation is presented in Table 7-3.

Table 7-3: POP Manual Ordering Process Evaluation Parity Review

Process Area	Retail Manual Order Processing	Wholesale Manual Order Processing	Parity Evaluation
Manual Ordering Centers	The centers below serve retail customers based on number of lines and customer revenue. All products for each customer segment are processed within the same center. The Major Account Centers visited by KPMG Consulting are located in Atlanta, Georgia and Jacksonville, Florida and the Mid-Market and	The following centers support all BellSouth wholesale customers. The centers are organized by product/ service. The centers are located in Birmingham, Alabama and Atlanta, Georgia. Complex Resale Support Group (CRSG) receives all requests for Complex Resale and UNE orders.	No retail analog. Customers to the retail centers are end-users, while customers to the wholesale centers, i.e. ALECs, are intermediaries to the end-users.

Process Area	Retail Manual Order Processing	Wholesale Manual Order Processing	Parity Evaluation
	Small Business Centers visited are located in Jacksonville, Florida. Major Account Center (MAC) handles orders for customers with more than 20 lines of service. Mid-Market Account Center handles orders for customers with 10-20 lines. Small Business Center handles orders for customers with less than 10 lines.	Local Carrier Service Center (LCSC) receives Local Service Requests from Local Exchange carriers and issues service orders for Resale, UNE, and Complex products and services. The centers are divided into groups around the three product categories.	
Order Receipt	MAC, and Mid-Market orders are received by fax, electronic mail or over the telephone. MAC orders are received by the Account Team, which enters the requests into the BellSouth Works System and forwards them to the MAC for processing. Orders to the Small Business Center are typically received over the phone.	Orders are received manually by electronic mail to the CRSG, and by fax in the LCSC. Electronic non-flow through/ partially mechanized orders are received at the LCSC via the Local Exchange Navigation System (LENS), the Electronic Data Interchange (EDI), the Telecommunications Access Gateway (TAG) or the Robust Telecommunications Access Gateway (ROBOTAG).	No retail analog. ALECs submit their service requests through electronic interfaces or manually by fax or electronic email (to the CRSG) using standardized BellSouth ordering forms. Retail customers do not use standardized templates for order submission.
Order Entry and Service Order Generation	Service requests for the MAC, Mid-Market and Small Business centers are entered into the Regional Ordering System (ROS) or DOE and service orders are generated in the Service Order Control System (SOCS).	Resale, UNE and complex service requests from Florida ALECs are entered into DOE and EXACT and service orders are generated in SOCS.	The processes and systems used for order entry and service order generation are similar. The front-end order entry systems are comparable in functionality. Both ROS and DOE allow entry of orders and facilitate up-front edit checks. Furthermore, both systems flow into SOCS for service order generation and provisioning.
Order Tracking	MAC Orders are tracked internally through the	Manual orders are tracked internally	The processes and systems used for order tracking within the

Process Area	Retail Manual Order Processing	Wholesale Manual Order Processing	Parity Evaluation
	internally through the BellSouth Works System. Mid Market and Small Business Centers do not track orders after they are issued. BellSouth Works allows Customer Service Analysts to receive orders from the Account Executives and Service Consultants and to update order status as the orders flow through the ordering process.	tracked internally through LON at the LCSC and through BellSouth Resale Information Tracking Enabler (BRITE) at the CRSG. LON and BRITE are used to track ownership of orders and to update order status as the orders flow through the ordering process.	for order tracking within the respective centers are similar. The systems in use at the retail and wholesale centers are comparable in functionality for order tracking.
Escalation Procedures	The retail centers do not have formal escalation procedures. Employees resolve issues on the call or refer customers to managers on an as-needed basis.	LCSC service representatives are the first point of contact for escalations. The second point of escalation requires a call back from a manager. The third level escalation requires Operations Director support and fourth level escalation is at the Assistant Vice President level. CRSG – Systems designers assigned to the order are the first level of escalation followed by a customer care advocate, then a Sales Support Manager and finally a Sales Support Director. ALECs are provided with escalation lists via the interconnection website.	No retail analog. The wholesale centers follow formalized and documented escalation procedures, while the retail centers do not.
Performance Measurement	Order processing employees are rated on qualitative as well as quantitative measures, including: service order accuracy, service order quality, and total number of orders processed.	Order processing employees are rated on qualitative as well as quantitative measures, including: service order accuracy, service order quality, and total number of orders processed.	The procedures and objectives used for performance measurement within the respective centers are similar. At both wholesale and retail centers, employee performance is evaluated based on qualitative as well as quantitative metrics.

Process Area	Retail Manual Order Processing	Wholesale Manual Order Processing	Parity Evaluation
			well as quantitative metrics.
Capacity Management	Forecasting headcount and capacity management for the retail centers are done in coordination with the sales team for the MAC. Work volume for ordering employees is primarily driven by incoming phone calls, although faxed and email orders are also received, at the MAC, Small Business and Mid-Market Centers. Force adjustments to meet daily shifts in work volume are managed at the center level. The force managers monitor incoming calls and adjust the number of ordering employees available to answer telephones.	Forecasting headcount and capacity management for the BellSouth Network and Carrier Services-Local Services Centers is centralized. Work volume for ordering employees is driven by incoming electronic and manual orders. Force adjustments to meet daily shifts in work volume are managed at the center-level. Force managers within the three product groups monitor incoming manual and electronic orders. Service representatives are directed to process electronic and manual orders on a first-in-first-out basis to ensure equal processing of both order transmission methods.	The retail and wholesale capacity management processes and procedures are similar. Long term capacity planning for both retail and wholesale centers is not performed at the center level. Rather, the centers receive forecasts and resource headcount requirements from other BellSouth organizations and manage short-term capacity, also known as force loading, at the center level. Force loading in both the retail and wholesale centers is based on the volume of incoming orders. There are processes in place to reassign work to other work center locations in order to meet unexpected changes in work volume.
Documentation	The BellSouth retail manual ordering centers have internal method and procedure documentation available to employees through a Products and Services knowledge (PSS) database and through ORBIT, a BellSouth intranet site.	The BellSouth wholesale manual ordering centers have internal method and procedure documentation available to employees through an online information repository – the BellSouth Corporate Directory and Information Access (CDIA) system.	The documentation available to wholesale and retail manual ordering center employees, and the medium through which it is disseminated, are similar. The online information sources within the wholesale and retail centers are comparable. Both provide employees with process and procedure documents for the products and services ordered at the centers, various forms, and links to other information resources.

5.4 Parity Results Summary

KPMG Consulting determined that BellSouth wholesale and retail manual ordering sub-processes, where analogs are present, are in parity.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 13 evaluation criteria considered for the POP Manual Order Processing Evaluation (PPR7) test. All 13 evaluation criteria received a satisfied result.

As all evaluation criteria are satisfied, KPMG Consulting considers the POP Manual Order Processing Evaluation (PPR7) test area satisfied at the time of final report delivery.

B. Test Results: POP Work Center Support Evaluation (PPR8)

1.0 Description

The Pre-Order, Order and Provisioning (POP) Work Center Support Evaluation (PPR8) was an operational analysis of the work center and help desk pre-order and order processes developed by BellSouth to support Alternative Local Exchange Carriers (ALECs). These processes provide assistance to ALECs with Operation Support Systems (OSS) questions, problems, escalations, and issues related to pre-ordering and ordering. The test also included a review of the procedures in place to plan for and manage projected growth in ALEC order activity and related work center support.

2.0 Business Process

This section provides an overview of the BellSouth work centers that provide support to ALECs.

2.1 Business Process Description

The POP Work Center Support Evaluation (PPR8) focused on the support provided by four different groups: the Local Carrier Service Center (LCSC), the Complex Resale Support Group (CRSG), the Customer Support Management (CSM) group, and the Local Interconnection Service Center (LISC).

2.1.1 Local Carrier Service Center (LCSC)

The Local Carrier Service Centers (LCSCs) are the primary BellSouth work centers responsible for providing ALEC support for pre-order and order processing. BellSouth established three LCSCs to provide ALEC customer support. These centers are located in Jacksonville (Fleming Island), Florida; Atlanta, Georgia; and Birmingham, Alabama. The Birmingham and Atlanta LCSCs are primarily order processing centers with a small group of service representatives assigned to handle ALEC calls on a rotational basis. ALECs are assigned to one of these centers during the account management process. The Fleming Island LCSC serves as a call center for ALECs with order management questions.

The Fleming Island LCSC was established in January 2001 as a call center for ALECs with questions regarding Resale and Unbundled Network Element (UNE) products. The center currently handles calls from all Resale customers and calls from UNE customers assigned to the Atlanta LCSC. The Birmingham LCSC handles calls from UNE customers assigned to the Birmingham ordering center. The Atlanta and Birmingham LCSCs receive calls from Complex service customers. Table 8-1 below summarizes the locations for BellSouth ALEC work center support:

Table 8-1: BellSouth Support for Work Centers

Product/Service Type	Support for Atlanta LCSC Customers	Support for Birmingham LCSC Customers
UNE	Fleming Island LCSC	Birmingham LCSC
Resale	Fleming Island LCSC	Fleming Island LCSC
Complex	Atlanta LCSC	Birmingham LCSC

2.1.1.1 Call Handling Procedures

Table 8-2 below summarizes the LCSC hours of operation for customer support:

Table 8-2: BellSouth Work Center Hours of Operation

Group	Days	Hours[20]
Residential – Resale & UNE-P[21]	Monday – Friday Saturday	7:30 a.m. - 6:30 p.m. 8:00 a.m. - 4:00 p.m
Coin & Small Business – Resale and UNE-P	Monday – Friday Saturday	7:30 a.m. - 6:30 p.m. 8:00 a.m. - 4:00 p.m
UNE/LNP	Monday – Friday	8:00 a.m. - 6:00 p.m.
Complex Resale and UNE-P	Monday – Friday	8:00 a.m. - 6:00 p.m.

ALECs access BellSouth work centers by dialing 1-800-773-4967 for Atlanta LCSC customers or 1-800-872-3116 for Birmingham LCSC customers. An Automatic Call Distribution (ACD) system prompts the caller to select one of the following menu options:

- UNE/Local Number Portability (LNP);
- Small Business;
- Residential;
- Billing;
- Reach a specific service representative using their four-digit extension number;
- Information about obtaining Purchase Order Number (PON) status; and
- Complex orders.

After a caller selects a menu item on the ACD, the call is automatically routed to a service representative at the designated LCSC for the selected function.

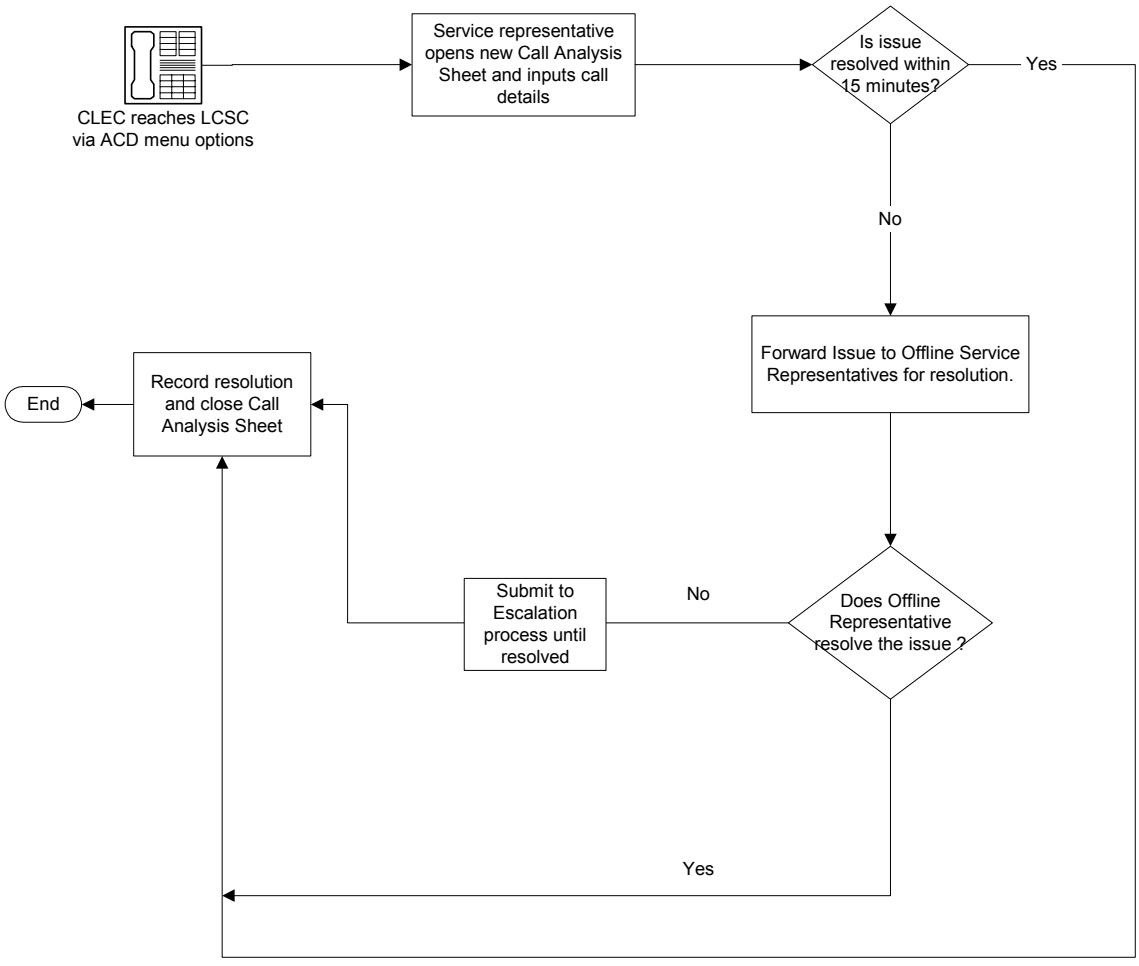
The first available service representative within each of these groups responds to incoming calls. If no service representatives are available, calls go into a queue and are routed to the next available service representative, also referred to as an online service representative. The primary objectives for online representatives are to answer and respond to customer calls while ensuring that internal call center service level objectives are met. Resale and UNE call handling service representatives are required to log all[22] calls on Call Analysis Sheets. When an online representative determines that an issue may take more than 15 minutes to resolve, the representative forwards the issue, by way of the Call Analysis Sheet, to an offline representative whose function is to perform any additional work to close out the issue. See Figure 8-1 below.

[20] Eastern Time
[21] Also referred to as UNE-Switched Combinations
[22] BellSouth introduced the electronic Call Analysis Sheets for the Resale Service Representatives in October 2001 and UNE Service Representatives in May 2002 at the Fleming Island LCSC.

In addition to maintaining a log of incoming calls, service representatives are required to log call details in the Service Order Communication System (SOCS) when the call is in reference to a service order for a specific PON. Details pertaining to a particular PON are captured in the SOCS notes screen.

The escalation process is used for calls that cannot be resolved by online or offline representatives, and when the customer requests to speak to a manager. Work leaders, who are supervisory level service representatives, are the first point of contact for assistance. If Work Leaders cannot resolve the issue or if a customer requests to speak to a manager, the Escalation Manager at the Escalation Desk is contacted to assist with the resolution. Both work leaders and Escalation Managers track and update the issues on Call Analysis Sheets. Additionally, Escalation Managers use an Escalation Log that is maintained at the Escalation Help Desk. After resolution, issues are closed out on the Call Analysis Sheets as well as in the Escalation Log.

Fgure 8-1: LCSC Call Handling Process

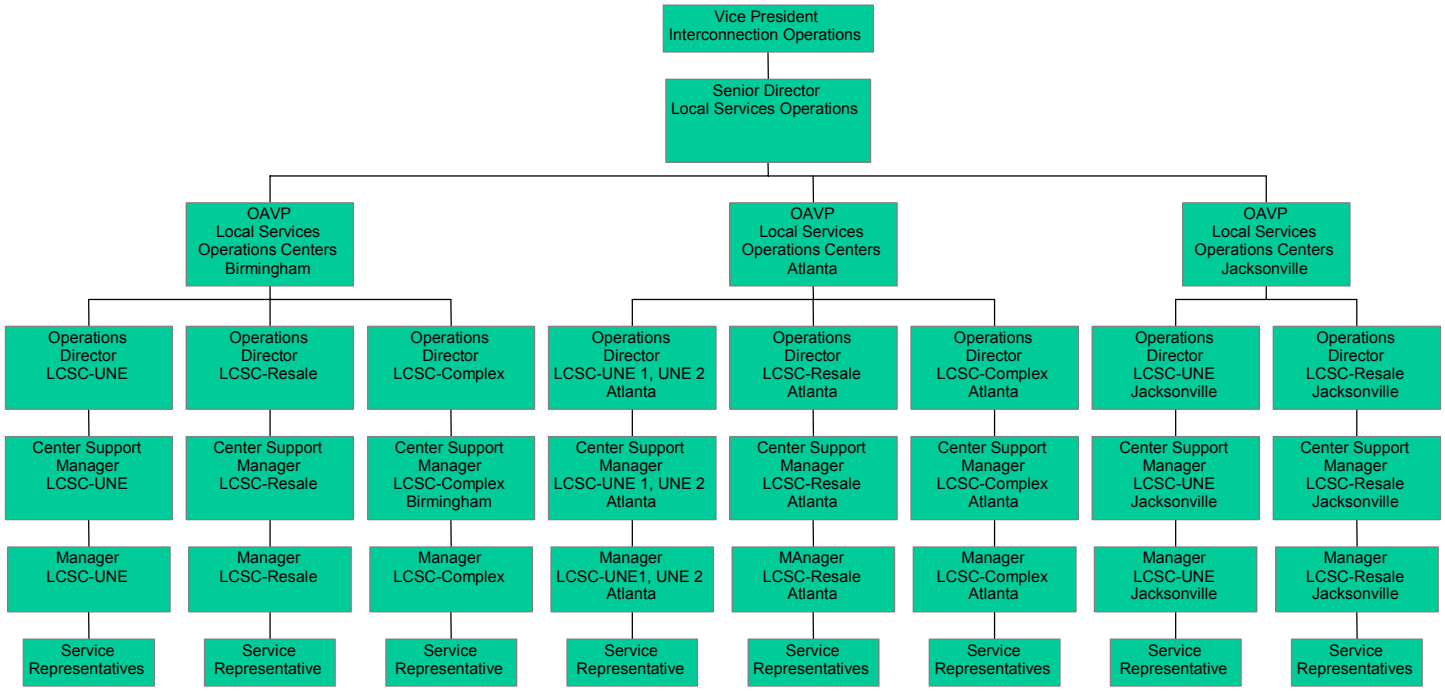


2.1.1.2 Process Management Procedures

Each LCSC has an Operations Assistant Vice President (OAVP) who is supported by Operations Directors, Center Support Managers, and managers for the different product groups. Service

representatives at each location are also divided into different product groups for work center support as illustrated in Figure 8-2 below.

Figure 8-2: BellSouth LCSC – Local Operations Organizational Chart



Operations Directors are responsible for monitoring day-to-day operations and are also responsible for the overall administration of training activities.

Managers have oversight responsibility for the activities of the service representatives and for ensuring that employees adhere to procedures and meet service requirements. This responsibility includes identifying specific training needs related to employees and forwarding these requirements to the Training Manager.

Ordering center managers sample service orders and call center managers sample Call Analysis Sheets from each service representative at the respective centers and review them for integrity of content. Data from this review is compiled into reports that are used to identify areas for process and performance improvement.

Managers participate in quality review meetings every six months to review and improve the overall effectiveness of the Quality Management System based on information, analysis and reported trends such as those reflected in the review of Service Orders and Call Analysis Sheets.

Long-term forecasting and capacity management are centrally managed through the Network Services Organization. This group determines resource requirements using force models and submits recommendations for staffing levels to the LCSC Operations Director. Managers and Team Leaders, who are also service representatives, monitor daily staffing levels and make appropriate scheduling decisions based on recommendations from an in-house force-loading manager.

2.1.2 Complex Resale Support Group (CRSG)

The CRSG, located in Birmingham, Alabama, is an extended arm of the Account Team/CLEC Care Team. The CRSG provides work center support for ALEC customers with Complex Resale and UNE orders. Complex orders require information other than that contained on the LSRs. ALEC customers therefore submit additional ordering forms such as the End User Information Form and the Service Inquiry Form. The CRSG receives these forms together with the LSRs (collectively known as order packages), reviews them for accuracy and completeness, and obtains additional information from downstream provisioning organizations as needed. Completed order packages are faxed to the LCSC Complex group for service order issuance.

The CRSG hours of operation are Monday through Friday 8:00 a.m. to 5:00 p.m. (Central Time). The CRSG receives service requests from ALECs via fax and electronic mail and communicates with customers by electronic mail and telephone. The fax and email systems are available for order receipt 24 hours, seven days a week; however, orders are only processed during CRSG hours of operation. Faxes and emails received after 3:00 p.m. on any given day are time stamped as next business day orders.

2.1.3 Customer Support Manager (CSM) Group

The CSM Group is a group of Customer Support Managers who are assigned to provide specialized support to ALECs based on account volume and/or type of account (e.g., data ALECs, facility-based ALECs, etc.). For example, CSMs address recurring CLEC issues related to address validation, number assignment, and viewing Customer Service Records. CSMs also assist CLECs with reviewing BellSouth Business Rules and flow through issues. BellSouth established two CSM groups to provide support to the ALEC. The CSMs located in Atlanta, Georgia support ALECs assigned to the Atlanta LCSC and operate Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. (Eastern Time). The CSMs located in Birmingham,

Alabama support ALECs assigned to the Birmingham LCSC and operate Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. (Central Time).

The CSMs work with ALECs, the BellSouth Account Teams, and the LCSC order processing centers to perform operational assessments to address specific ALEC ordering concerns such as recurring flow-through problems.

2.1.4 Local Interconnection Service Center (LISC)

The (LISC), located in Birmingham, Alabama, is the center that receives and processes requests for facility-based, trunk group services. ALECs submit requests for these services by way of Access Service Requests (ASRs). ASRs can be submitted manually by fax or electronically via Network Data Mover (NDM) or Common Access Front End (CAFÉ). Both systems provide an electronic customer interface to the EXACT system. EXACT is used for ASR order receipt, processing and tracking.

The center provides ordering center support for general questions regarding ASRs or for order status prior to Firm Order Confirmation. Center hours are Monday to Friday, 8:00 AM to 4:30 p.m. (Central Standard Time). The center can be reached by dialing 1-800-666-0580 or 205-714-0025.

The Operations Director for Ordering is supported by Center Support Managers who have oversight responsibility for the activities of the service representatives. Center Support Managers ensure that employees adhere to procedures and meet service requirements. Service representatives process ASRs and are the first point of contact for customer support.

As with the LCSC, long-term forecasting and capacity management for the LISC are centrally managed through the Network Services Organization. This group determines resource requirements using force models and submits recommendations for staffing levels to the LISC Operations Director. LISC Managers monitor daily staffing levels and make appropriate scheduling decisions such as requesting overtime to meet peaks in order volume.

3.0 Methodology

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target was BellSouth pre-order and order processes to support ALECs and included evaluation of the following processes and sub-processes:

- Responding to customer calls;
  - Answering calls;
  - Interfacing with users;
  - Logging calls;
- Processing customer calls;
  - Accessing to systems to observe user problems;
  - Resolving user question, problem, or issue;

- Closing and logging customer call;
- Monitoring status;
  - Tracking status;
  - Reporting status;
- Requesting escalation;
- Managing the work center process; and
- Capacity management process.

3.3 Data Sources

The data collected for the test included training guides, job aids and various LCSC method and procedure documents from BellSouth's Corporate Directory and Information Access (CDIA) database. Examples of documentation included the Quick Start training guide for Systems Designers, the Fleming Island Call Center Work Instructions Guide, and the CSM/CLEC 101 Handbook for Customer Support Managers.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The evaluation methodology included interviews, observation of the work center operations, and documentation reviews. The methodology was designed to determine whether the LCSC, CRSG, CSM and LISC groups meet the established evaluation criteria listed in Section 4.1. KPMG Consulting conducted interviews with BellSouth service representatives responsible for customer support functions as well as supervisory and management personnel. Observations of the LCSC, CRSG, CSM and LISC operations in Atlanta, Georgia; Birmingham, Alabama; and Jacksonville, Florida were also conducted. KPMG Consulting also performed detailed analysis of BellSouth documentation.

In addition, KPMG Consulting considered its own experience, via the Pre-Ordering, Ordering and Provisioning (POP) Functional Evaluation (TVV1) transaction test, with the various work centers and help desks to verify that BellSouth's actual procedures were in line with documented procedures.

The data collected were analyzed employing the evaluation measures contained in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 8-3. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 8-4.

Table 8-3: PPR8 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	5	3
Total Disposed as of Final Report Date	5	3
Total Remaining Open as of Final Report Date	0	0

Table 8-4: PPR8 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PPR8-1	Work center scope, objectives, responsibilities, and activities are defined and documented.	Satisfied	Work center scope, objectives, responsibilities, and activities are defined and documented in BellSouth's Quick Start training guide, the CDIA system and the CSM/CLEC 101 Handbook. Initial review of work center processes revealed that the scope and objectives of the centers are defined; however, BellSouth was unable to provide formal documentation for the CRSG and CSM group. As a result, KPMG Consulting issued Exceptions 34 and 57. BellSouth provided updated documentation for the two work centers. KPMG Consulting determined the documentation was adequate and closed Exceptions 34 and 57. Responsibilities and activities of the BellSouth support organizations are defined and documented as detailed below. CRSG procedures are available to BellSouth personnel through BellSouth's Quick Start training guide and to ALECs via BellSouth's interconnection website[23]. LCSC procedures are available to internal BellSouth employees through BellSouth's Corporate Directory Information Access (CDIA) system, and to ALECs via the BellSouth interconnection website[24]. CSM procedures are available in the CSM/ CLEC 101 Handbook, which is available to CSMs and is provided to ALECs upon CSM assignment.

[23] http://www.interconnection.bellsouth.com/centers/html/crsg.html
[24] http://www.interconnection.bellsouth.com/centers/html/lcsc.html
[25] http://www.interconnection.bellsouth.com/centers/html/ipc.html and http://www.interconnection.bellsouth.com/notifications/usergroups/facility_based_docs/LISCOVER.pdf

Test Reference	Evaluation Criteria	Result	Comments
			LISC procedures are available to employees through CDIA documentation. Procedures are available to ALECs via the BellSouth interconnection website[25].
PPR8-2	A description of the work center process is documented for employees and customers.	Satisfied	A description of the work center process is documented for CRSG, CSM, LCSC, and LISC employees and customers. During LCSC visits, KPMG Consulting determined that observed procedures were consistent with documented processes, however not all observed processes were documented. As a result, KPMG Consulting issued Exception 103. BellSouth provided updated documentation for the observed processes. KPMG Consulting determined the documentation was adequate and closed Exception 103. CRSG and LCSC contact information, hours of operation and escalation procedures are accessible on the BellSouth interconnection website[26]. CRSG processes are available to Systems Designers through BellSouth's Quick Start training guide. LCSC processes are described in method and procedure guides, which are available to service representatives on the BellSouth CDIA system. CSM processes, contact information, hours of operation and escalation procedures are described in the CSM/CLEC 101 Handbook, which is provided to Customer Support Managers, and to ALECs upon CSM assignment. LISC procedures are available to employees through CDIA documentation and to ALECs through the BellSouth interconnection website[27]. ASR ordering guidelines are available in the BellSouth Start-Up Guide, April 2002- Issue 1.5 section 6, which can be accessed on the BellSouth interconnection website[28].

[26] http://www.interconnection.bellsouth.com/centers/index.html
[27] http://www.interconnection.bellsouth.com/notifications/usergroups/facility_based_docs/LISCOVER.pdf
[28] http://www.interconnection.bellsouth.com/guides/activation/pdf/startup5.pdf

Test Reference	Evaluation Criteria	Result	Comments
PPR8-3	The work center processes include procedures for addressing errors and exceptions.	Satisfied	The work center processes include procedures for addressing errors and exceptions in the Quick Start training guide, Service Order Error Corrections document, and the CSM/CLEC 101 training guide. CRSG procedures for addressing errors and exceptions are documented in the Quick Start training guide. Exceptional situations are escalated to managers. The center has an internal help desk, the Pending Facilities (PF) Help Desk, which addresses issues pertaining to orders in pending facility status and expedite requests. LCSC error handling procedures are documented for employees in the Service Order Error Corrections document, which is available on the BellSouth's CDIA system. Service representatives access customer orders in the Service Order Communications System (SOCS) to troubleshoot and resolve errors. They also have access to an error screen in SOCS, which lists all errors on the order. Exceptions to standard LCSC operating procedures are escalated to managers for resolution. CSM procedures are documented in the CSM/CLEC 101 training guide. CSMs have access to LCSC ordering systems and can view errors or order history. LISC procedures for addressing errors are defined in CDIA documentation for example, the LISC Clarification Process document. KPMG Consulting observed work center employees addressing errors as defined in method and procedure documents.
PPR8-4	The work center has processes in place to answer calls within established timeframes.	Satisfied	The LCSC work center monitors Speed of Answer in order to answer calls within established timeframes. The LCSC has a Speed of Answer Objective upon which center performance is measured. Call answer timeliness is managed by a Force Manager who monitors incoming call volume through the Automatic Call Distributor (ACD). Resource adjustments are made as needed to meet the Speed of Answer objective.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting observed the Fleming Island LCSC Force Manager monitoring the ACD screen and noted instances when service representatives were reassigned between the offline and online positions to meet call answer objectives. The CRSG, CSM and LISC are not designated call centers and do not measure performance on the basis of call answer timeliness. Performance measurement for these centers is discussed in PPR8-12.
PPR8-5	The work center has defined and documented issue resolution processes.	Satisfied	CRSG, LCSC, CSM and LISC employees receive training specific to their roles and responsibilities and are provided with method and procedure guides to ensure that they have ready access to accurate information for issue resolution. For example, CRSG employees have access to the Quick Start training guide, LCSC and LISC service representatives have access to CDIA method and procedure guides that specify expectations for processing orders, and CSMs have access to the CSM/CLEC 101 training binder. LCSC call handling Representatives are separated into specialized groups: a Residential and a Small Business group for Simple Resale and UNE- P customers, a group for UNE/ LNP customers, and a group for customers with Complex Resale and UNE-P. Service representatives in each of these groups receive specialized training to ensure that ALECs are receiving accurate information. KPMG Consulting observed LCSC service representatives in the different product groups responding to customer issues. KPMG Consulting also reviewed the training curriculum for service representatives in the different product groups and determined that the material was applicable to the employee specialization.
PPR8-6	The work center processes include call intake procedures.	Satisfied	The work center processes include call intake procedures. Procedures for CRSG employees are documented in the Quick Start training Guide. Call issues are logged in an internal BellSouth database known as BellSouth internal Response and Information

Test Reference	Evaluation Criteria	Result	Comments
			Tracking Enabler (BRITE). LCSC call handling procedures are documented in the CDIA system. Details on work conducted by a service representative on a particular order are tracked in the Local Order Number (LON) tracking database, or in the notes screens of the Local Exchange Ordering (LEO) system, or the Local Number Portability (LNP) Gateway, depending on the ordering interface used. CSM call logging and tracking guidelines are documented in Customer Support Manager Guidelines for Interaction with ALECs. Issues are logged and tracked on a spreadsheet in an EXCEL database. LISC service representatives note call details in the EXACT system notes page. Procedures for using EXACT are defined in CDIA documentation. KPMG Consulting observed work center employees following methods and procedures as they received customer telephone calls and logged call information in the various tracking tools.
PPR8-7	The work center includes procedures for referral both into and out of the work center.	Satisfied	The work center includes procedures for referral both into and out of the work center in the CLEC Call Handling method and procedure guide. Employees at the CRSG, LCSC, LISC and CSM groups are provided with contact lists for other work centers and help desks and have the ability to either transfer or conference customers to other groups as needed. LCSC guidelines for referring calls are documented in the CLEC Call Handling method and procedure guide, which is available in the CDIA system. KPMG Consulting observed employees as they received customer telephone calls and noted instances when callers were transferred to other work centers.
PPR8-8	The work center processes include documented procedures for closure posting.	Satisfied	The work center processes include documented procedures for ALEC issue closure posting. Closure posting at the CRSG is performed through the BellSouth BRITE database.

Test Reference	Evaluation Criteria	Result	Comments
			Procedures are documented in the Quick Start training guide and on the BellSouth interconnection website[29]. The LCSC has standardized processes for closure posting on issues pertaining to a PON. A PON is tracked until closure and recorded in the SOCS notes. Resolution is indicated by a queried or confirmed message sent to the ALEC for each unique PON. Closure posting of ALEC calls is achieved through Call Analysis Sheets and, for escalated issues, through Manager Escalation Logs. CSM closure posting is performed in a central database. Procedures are detailed in the Customer Support Manager Guidelines for Interaction with CLECs. As with the LCSC, LISC orders are tracked until closure. Issue resolution is indicated by a queried or confirmed message sent to the ALEC for each unique order number. KPMG Consulting observed employees at the various work centers closing out issues as described in method and procedure documentation.
PPR8-9	The work center processes include procedures for status tracking and management reporting of issues.	Satisfied	At the LCSC, ALEC call issues are tracked on paper Call Analysis Sheets. The Call Analysis Sheets have a field for service representatives to indicate when ownership of an issue is transferred to another group or escalated to managers. KPMG Consulting observed employees as they used the Call Analysis Sheets for issue tracking purposes. KPMG Consulting determined that the Call Analysis Sheets did not adequately facilitate status tracking and management reporting. The Call Analysis Sheets were not used consistently across all LCSC locations and employees did not have real time access to information contained therein. As a result, KPMG Consulting issued Exception 110. In response to Exception 110 BellSouth implemented an electronic customer contact management system to replace the paper Call Analysis Sheet. BellSouth also implemented

[29] http://www.interconnection.bellsouth.com/centers/html/crsg.html

Test Reference	Evaluation Criteria	Result	Comments
			an internal Escalation Help Desk to track and manage escalated issues to completion. KPMG Consulting evaluated the new call tracking processes and procedures and determined that they satisfied the issues with Exception 110. KPMG Consulting therefore closed Exception 110. The LCSC process also includes procedures for tracking order status. For example, the process defines procedures for addressing orders in jeopardy status. PON status is monitored via reports that are accessed from the LON system. Examples of reports used are: ♦ The Daily Order Status by Group Report; ♦ The Not Done Center Report ♦ The Atlanta Outstanding UNE Work Report; and ♦ Reports showing orders in Pending Facility, Missed Appointment, Assignable Order, and Fault Assignable Order status. Status tracking procedures are provided to wholesale customers through the CLEC Service Order Tracking System (CSOTS) User's Guide under the statusing tab[30]. Status tracking reports such as CSOTS reports are available under the reports tab on the BellSouth interconnection website[31]. Status tracking at the CRSG is performed through the BRITE database. Procedures for status tracking and management reporting are documented in the Quick Start training guide. Trigger reports, which are compiled using data extracted from the BRITE database, are used for management reporting purposes. KPMG Consulting obtained and reviewed copies of the trigger reports. KPMG Consulting also observed managers using the reports to track the status of requests through the CRSG process flow. CSMs track and report issues using an

[30] http://www.interconnection.bellsouth.com/guides/index.html
[31] http://www.interconnection.bellsouth.com/main/clec.html

Test Reference	Evaluation Criteria	Result	Comments
			EXCEL spreadsheet. Procedures are documented in the Customer Support Manager Guidelines for Interaction with CLECs. KPMG Consulting observed CSMs as they made use of the tracking database. At the LISC, EXACT is used to track order status and support for ASR processing. Procedures for using EXACT are available in CDIA documentation.
PPR8-10	The work center processes include procedures for escalating issues.	Satisfied	CSRG and LCSC escalation procedures are documented for ALECs on the BellSouth interconnection website[32]. LISC escalation procedures are defined for ALECs on the BellSouth interconnection website[33]. CSM procedures are documented in the CSM/CLEC 101 training binder. Each center, CSRG, LCSC, CSM, and LISC, has escalation procedures for involving management with customer issues. Escalations at the CSRG are tracked in the BRITE system. Escalations at the LISC are tracked through the EXACT system. Escalations by the CSM group are tracked on an EXCEL spreadsheet. Escalations at the LCSC are tracked on Call Analysis Sheets; however, KPMG Consulting noted that details captured on the LCSC Call Analysis Sheet, including escalation issues, were not available in real time to all call handling service representatives and their managers. As a result, KPMG Consulting issued Exception 110. In response to Exception 110 BellSouth implemented an electronic customer contact management system to replace the paper Call Analysis Sheet. BellSouth also implemented an internal Escalation Help Desk to track and manage escalated issues to completion. KPMG Consulting evaluated the new call tracking processes and procedures and determined that they satisfied the issues with Exception 110. KPMG Consulting therefore closed Exception 110. KPMG Consulting observed work center

[32] http://www.interconnection.bellsouth.com/centers/index.html
[33] http://www.interconnection.bellsouth.com/centers/html/lisc_esc.html

Test Reference	Evaluation Criteria	Result	Comments
			employees using tracking mechanisms at the LCSC, CRSG, LISC and by CSMs.
PPR8-11	The work center processes include procedures for maintaining security and integrity of data.	Satisfied	The work center processes that include procedures for maintaining security and integrity of data access controls are documented in internal method and procedure guides. ALEC callers to the LCSC are required to identify themselves by name, company name and company code before any information is provided over the telephone. KPMG Consulting confirmed that these procedures are documented in internal method and procedure guides for each of the centers. BellSouth's systems incorporate User Identification, passwords, and firewalls to secure access. Service representatives must enter their personal sales codes whenever they make changes to a service order. LCSC representatives use the ALEC's company code to view electronic orders with read-only access. KPMG Consulting observed employees as they logged into the various systems using their employee passwords.
PPR8-12	Work center performance management procedures are defined and documented.	Satisfied	Work center performance management procedures are defined and documented in various documents depending upon employee functions. Process and performance measurement procedures for CRSG employees are documented in the CRSG Quick Start training guide. Employees are rated on the number of orders processed. This information is accessed from production reports retrieved from the BRITE database. Center performance is based on FOC timeliness objectives. LCSC employee performance objectives are documented in the Service Representative Performance Measurement Plan, which is available on BellSouth's CDIA system. Employees in the production centers are rated on service order accuracy and production objectives, while those in the call center are rated on customer service objectives. Production center performance is based on defined FOC timeliness objectives, while call

Test Reference	Evaluation Criteria	Result	Comments
			center performance is based on defined service-level objectives. CSMs are rated on defined performance objectives as documented in the CSM/CLEC 101 training binder. LISC employee performance objectives are documented in a Performance Measurement Plan, which is available in BellSouth's CDIA system. LISC service representatives are rated against defined production objectives. Center performance is rated against defined FOC timeliness objectives.
PPR8-13	The work center processes include procedures for capacity planning.	Satisfied	Capacity planning procedures are documented. CRSG capacity management procedures are included in BellSouth internal documentation. CSM capacity management procedures are defined in the Customer Support Manager Guidelines for Interaction with CLECs. Initial BellSouth LCSC documentation provided in response to data requests was not comprehensive. As a result, KPMG Consulting issued Exception 94. BellSouth provided additional documentation, which KPMG Consulting reviewed and determined to be sufficient. Exception 94 was closed. The process includes procedures for capacity planning. BellSouth's capacity models forecast resource requirements based on current workloads, employee productivity, industry trends, and ALEC-provided forecasts. LCSC Center Managers and Force Managers use forecast information to make daily staffing decisions. BellSouth provided KPMG Consulting with internal documentation for the CRSG capacity management procedures Documentation for LCSC capacity management procedures includes a forecasting process and process flow diagram, defined force sizing components, force models used to convert forecast data into required resources, and resulting force model outputs. CSM capacity management procedures are defined in the Customer Support Manager

Test Reference	Evaluation Criteria	Result	Comments
			Guidelines for Interaction with CLECs. LISC capacity management procedures are defined and documented. BellSouth's capacity models forecast resource requirements based on current workloads, employee productivity, industry trends, and ALEC-provided forecasts. LISC center managers use the capacity management information to make daily staffing decisions such as the use of overtime to handle peaks in order activity. KPMG Consulting determined that the retail and wholesale capacity management processes and procedures are significantly similar. Long term capacity planning for both retail and wholesale centers is not performed at the center level. Rather, the centers receive forecasts and resource headcount requirements from other BellSouth organizations and manage short-term capacity, also known as force loading, at the center level. Force loading in both the retail and wholesale centers is based on the volume of incoming orders. Additionally, there are processes in place to reassign work to other work center locations in order to meet unexpected changes in work volume.
PPR8-14	ALECs can readily interface with the work center.	Satisfied	Procedures for ALEC interaction with the BellSouth work centers are documented on the BellSouth interconnection website[34]. KPMG Consulting interacted with the CRSG, LCSC and CSM work centers throughout the testing process. The KPMG Consulting internal Help Desk communicated with the centers to obtain pre-ordering and ordering support as well as assistance with resolving errors. Issues that could not be addressed through the BellSouth work centers were deferred to the Observation and Exception process for resolution as reported in the Transaction Verification and Validation (TVV1) Review.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

[34] http://www.interconnection.bellsouth.com/main/clec.html

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 14 evaluation criteria considered for the POP Work Center/ Help Desk Support Evaluation (PPR8) test. All 14 evaluation criteria received a satisfied result.

As all evaluation criteria are satisfied, KPMG Consulting considers the POP Work Center Support Evaluation (PPR8) test area satisfied at the time of final report delivery.

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C. Test Results: Pre-Order, Order and Provisioning (POP) Functional Evaluation (TVV1)

1.0 Description

The Pre-Order, Order and Provisioning[35] (POP) Functional Evaluation (TVV1) was an end-to-end review of the functional elements of pre-ordering, ordering, and provisioning; the achievement of the prescribed measures; and an analysis of performance in comparison to BellSouth's Retail systems. The POP Functional Evaluation (TVV1) reviewed the existence, functionality, accuracy, and behavior of the interfaces associated with BellSouth's support for wholesale pre-order and ordering. Performance of these systems was compared to service quality measurement (SQM) standards approved by the Florida Public Service Commission (FPSC) and in some instances BellSouth's retail systems performance. The test evaluated the systems and processes associated with BellSouth's ability to provide Alternative Local Exchange Carriers (ALECs) with non-discriminatory access to its Operational Support System (OSS).

The test included the submission of live transactions over three types of BellSouth supported interfaces: i) interactively via Graphical User Interfaces (GUIs), ii) machine-to-machine interfaces, and iii) manual submissions. In addition to manual submission of orders, BellSouth's three electronic interfaces were tested[36]: i) Local Exchange Navigation System (LENS), Telecommunications Access Gateway (TAG), and Electronic Data Interchange (EDI). The two machine-to-machine interfaces were tested using interfaces built by KPMG Consulting according to specifications and processes provided to ALECs by BellSouth. The LENS GUI was tested through transactions entered directly into the GUI interface.

The test included a mix of stand-alone pre-ordering and ordering transactions, along with integrated pre-order transactions, supplements, and cancels. Local Service Request (LSR) orders were submitted, including erred and error free transactions. Resale, Unbundled Network Elements-Loops (UNE-L), Unbundled Network Elements-Platform (UNE-P) and other Unbundled Network Elements (UNE), including xDSL capable Loops, were included in the test. In addition and where appropriate, KPMG Consulting received assistance from CLECs in order to test certain activity types that required specific collocation arrangements.

2.0 Business Process

This section describes the business processes used by BellSouth to provide pre-order and order services to ALECs.

2.1 Business Process Description

The POP Functional Evaluation (TVV1) tested two BellSouth interfaces which supported electronic pre-orders, three BellSouth interfaces which supported electronic ordering, and the manual pre-order and order process. The three electronic interfaces and the manual pre-order and order processes are described below.

- The TAG interface is a Common Object Request Broker Architecture (CORBA)-based environment that allows for bi-directional flow of information between BellSouth's OSS and ALEC systems. BellSouth provides a standard Application Program Interface (API) from

[35] A description of and results for the provisioning tests can be found under the Provisioning Verification and Validation test (TVV4).
[36] As of April 3, 2002, the FPSC has removed RoboTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP).

which ALECs can develop their own software applications to obtain information from BellSouth pre-order and ordering systems.

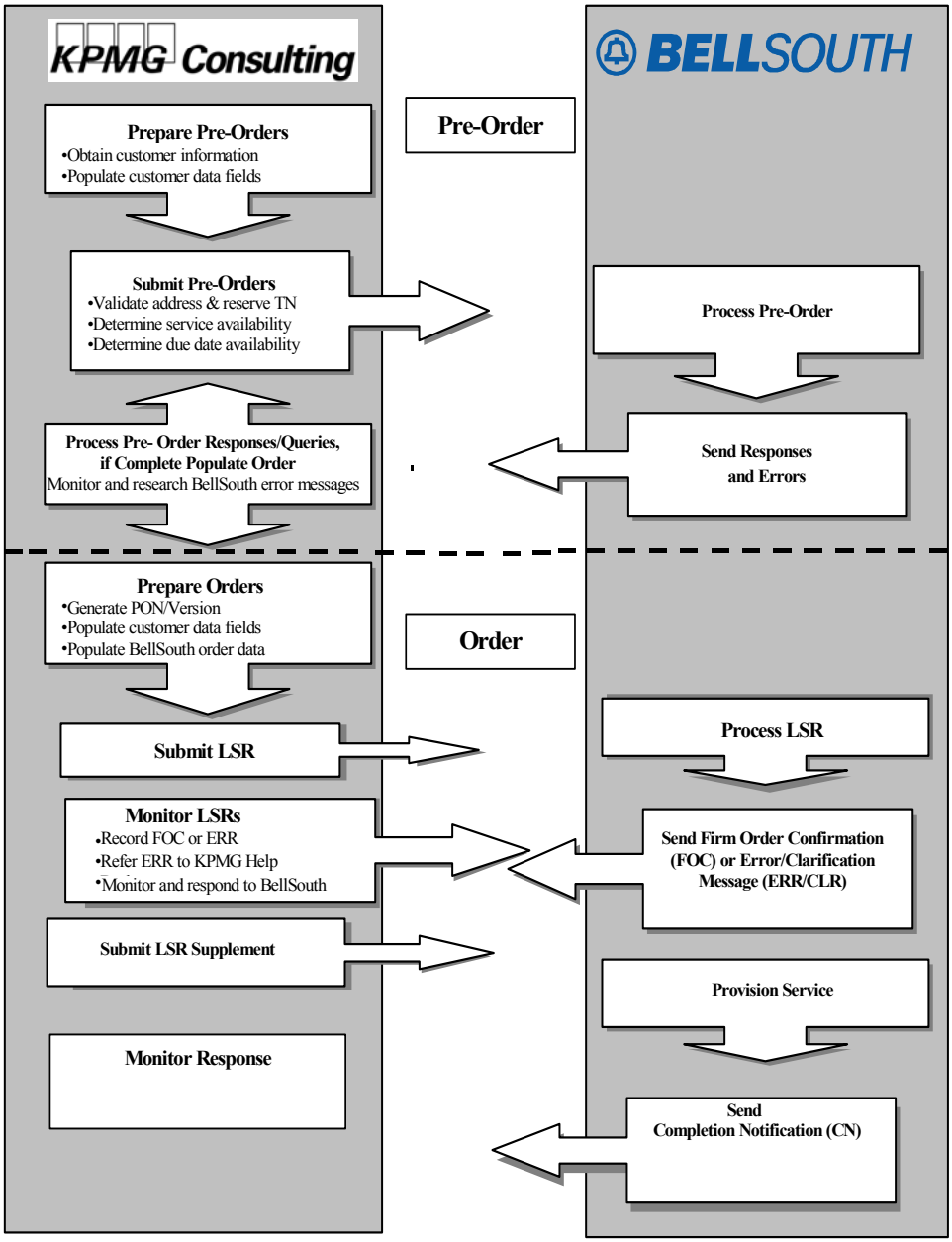
- EDI is a batch driven machine-to-machine interface, which uses industry guidelines as its foundation. Business files are exchanged between BellSouth computer applications and ALEC computer applications that are encoded to comply with standard EDI transaction set for data transmission. BellSouth determines when each data element is transferred to a BellSouth service order.
- LENS is a Graphical User Interface (GUI) that connects directly into BellSouth's OSS and is based on TAG architecture.
- Manual submission of pre-orders and orders are sent to BellSouth via facsimile (FAX) and e-mail per BellSouth guidelines. Figure 1-1, provides an overview of the pre-order and order process.

Table 1-1 depicts the functionality and mechanism with which each interface is available.

Table 1-1: Interface Functionality

	Pre-Order			**Order**		
System	GUI	Machine-to-Machine	Manual	GUI	Machine-to-Machine	Manual
LENS	X			X		
TAG		X			X	
EDI					X	
Manual			X			X

Figure 1-1: Electronic and Manual Pre-Order and Order Process Flow



2.2 Pre-Order and Order Process Description

Two transaction processes were central to the POP Functional Evaluation (TVV1): the pre-ordering process and the ordering process. As part of the pre-order process, ALECs submit pre-order queries using published guides[37] for direction on query format and valid input data. Pre-order queries are used by ALECs to validate the customer address and service information, to inquire and/or validate specific switch capabilities, to select and reserve telephone numbers and to obtain service order due dates. In response to a pre-order query BellSouth returns either a valid pre-order response or an error message to the ALEC. Pre-order response information like telephone number, address, available due date confirmation and circuit identification information can be used to complete fields on an LSR form.

The ALEC begins the order process with the origination of an LSR, using the BellSouth technical specifications for the interface[38], as well as applicable Business Rules[39] detailing format and content requirements for the form and fields. Upon receipt of the LSR, BellSouth returns a Functional Acknowledgment (FA), indicating that the file was received. For the LENS interface, the FA is an interim message that is displayed on the screen for the CLEC end user upon successful order submission. The LSR then passes through BellSouth's order-processing environment where systems and/or representatives validate the format and content of the data

If the LSR is unreadable or does not contain accurate and complete information on all required and conditional fields, a Fatal Reject (ERR) error is returned to the ALEC. The validation process begins again with the ALEC's submission of a new LSR containing corrected information. If data on the LSR is not correct, the ALEC may receive an Auto-Clarification (CLR), which is a BellSouth system response requesting corrections or additional information. An order that does not pass may fallout for manual processing by representatives in the Local Carrier Service Center (LCSC). A representative from BellSouth's LCSC reviews the LSR and determines if the ALEC or BellSouth caused the LSR to fallout. For an ALEC error, the representative sends a request for clarification to the ALEC for correction and the ALEC returns a Supplemental (SUP) service request. If a BellSouth system error caused the fallout, the LCSC will re-enter the order into the Service Order Communications System (SOCS).

When the LSR is complete and accurate, the service order is entered in SOCS, which coordinates downstream provisioning activity and monitors the status of the order. SOCS begins the generation process for a FOC response that is delivered to the ALEC. The FOC is confirmation that the LSR was validated by BellSouth, and contains a FOC Due Date (FOC-DD), which is the date BellSouth commits to completing provisioning of the order. The Pre-order Order Process description is depicted in Figures 1-2 and 1-3.

Figure 1-2 and 1-3 depicts the BellSouth OSS electronic process flow and BellSouth pre-order and order legacy and wholesale systems. As pre-order requests are generated or orders are transmitted, the following systems may be involved, depending upon the specific request:

Pre-Order Systems:

- Customer Record Information Systems (CRIS)/ Customer Account Billing Systems (CABS);

[37] Pre-order guides include the BellSouth Pre-Order Business Rules, the TAG Application Program Interface (API) Guide, and the LENS User Guide and can be found at www.interconnection.BellSouth.com/guides

[38] Interface documents that support ordering include the BellSouth EDI Specifications - TCIF 9, TAG API, and the LENS User Guide.

[39] BellSouth Business Rules for Local Ordering.

- Regional Street Address Guide (RSAG);
- Application for Telephone Number Load Administration and Selection (ATLAS);
- Product/Service Inventory Management System (P/SIMS);
- Central Office Feature File Interface (COFFI);
- Direct Order Entry (DOE) Support Application (DSAP); and
- Loop Facility Assignment and Central Systems (LFACS).

Ordering Systems:

- Local Service Request Router (LSRR);
- Local Exchange Ordering (LEO);
- Local Exchange Service Order Generator (LESOG);
- Service Order Communications Systems (SOCS); and
- Service Gate Gateway/Delivery Order Manager (DOM).
- Local Number Portability (LNP) Gateway
- LAUTO

Figure 1-2: Process Systems Flow for a Wholesale Mechanized xDSL Order

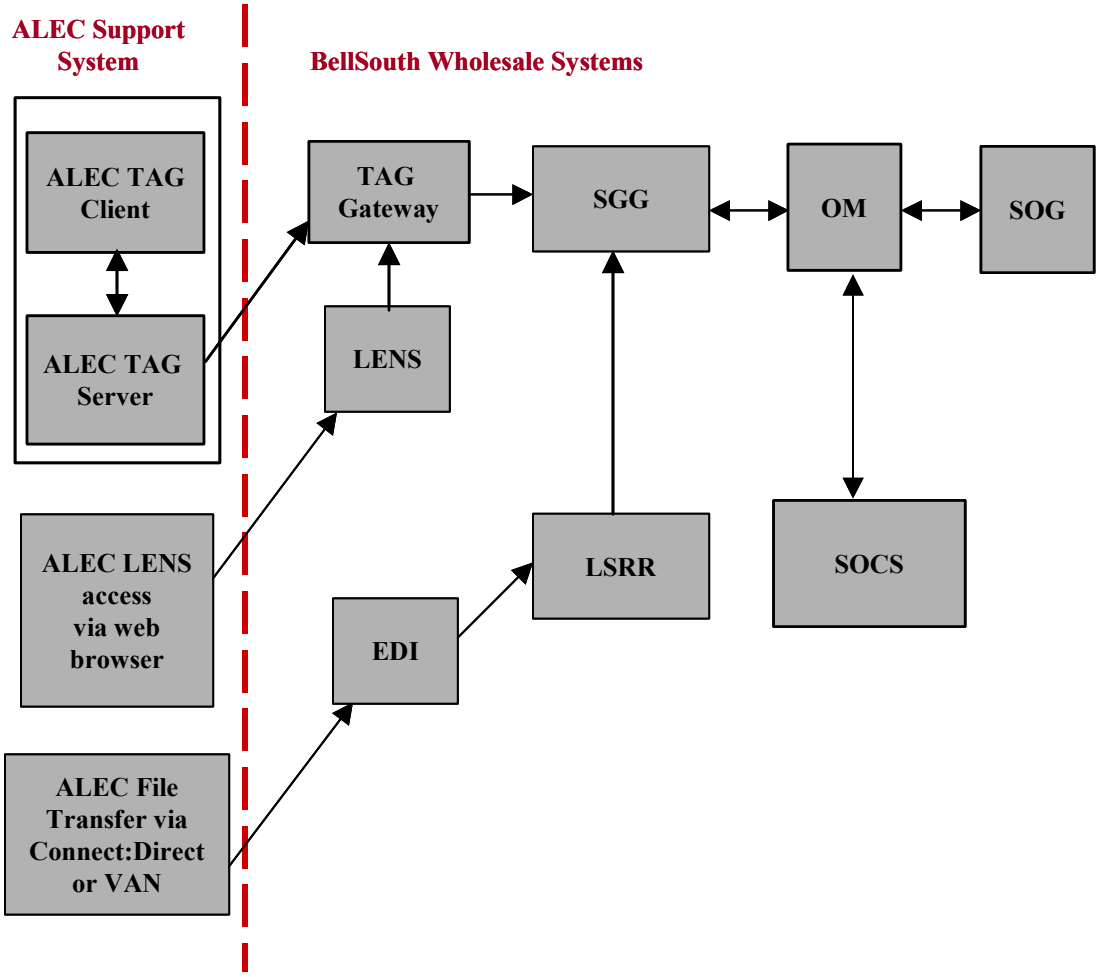
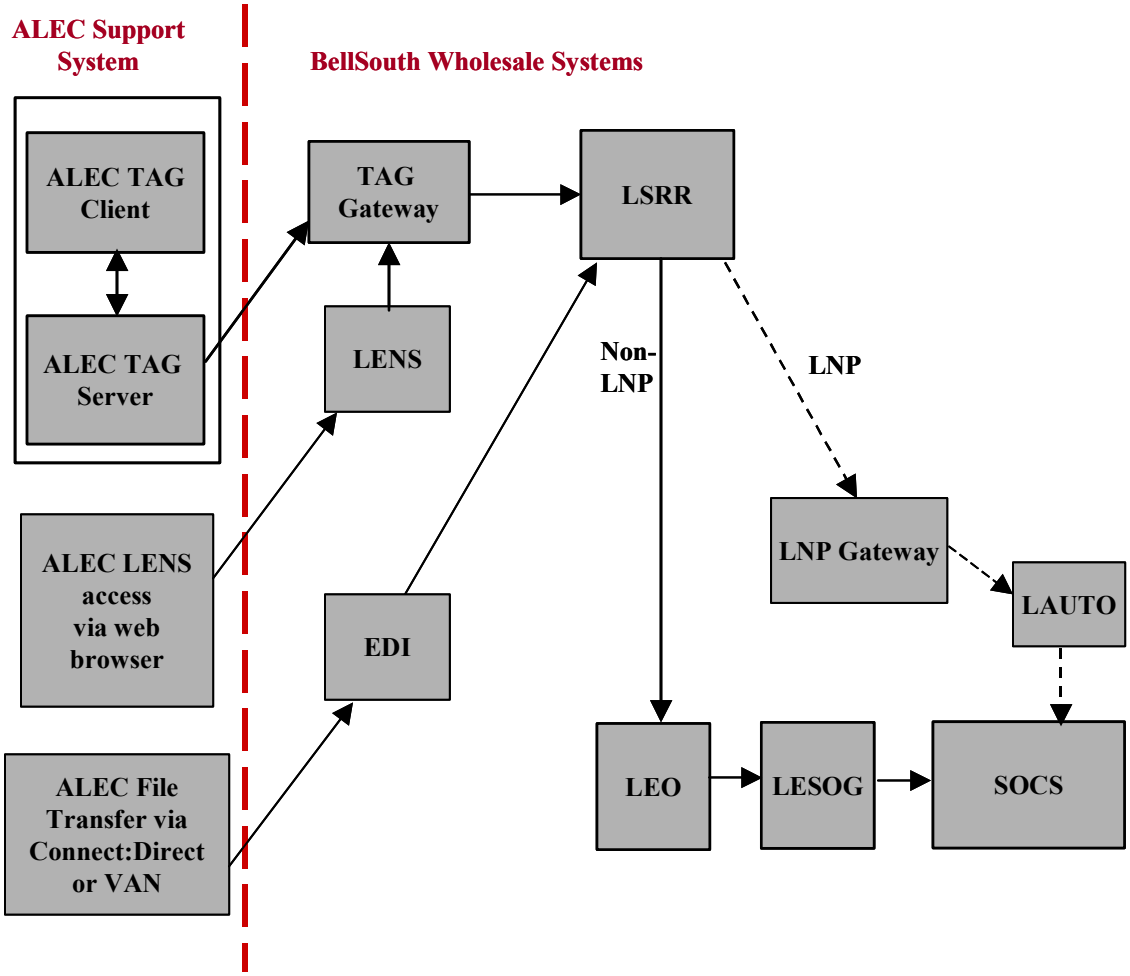


Figure 1-3: Process Systems Flow for a Wholesale Mechanized Order (non-xDSL)



In the event that provisioning activities cannot be completed on the FOC-DD a Missed Appointment (MA) message is delivered to the ALEC. When an order is successfully completed, BellSouth transmits a Completion Notice (CN) to the ALEC indicating successful activation of the order.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

The following four tables outline the pre-order and order test scenarios that KPMG Consulting used to test the functionality and timeliness of BellSouth systems and representatives.

Table 1-2: Pre-ordering Scenarios

Activity	Residence	Business
Obtain Customer Service Records (CSRQ).	X	X
Validate Customer Address (AVQ, AVQ-TN).	X	X
Reserve and Release Telephone Numbers (TNAQ, TNSQ, TNCAN, TNAQ-MISC).	X	X
Loop Qualification including xDSL (LMU).	X	X
Determine Due Date/Appointment Availability (AAQ).	X	X
Request Information about Services, Features, Facilities, and PIC/LPIC Choices Available to Customers (SAQ).	X	X
Obtain Parsed Customer Service Records (PCSRQ).	X	X

Table 1-3: Resale Ordering Scenarios

Activity	Res. POTS	Bus. POTS	Res. ISDN	Bus. ISDN	Centrex	Private Line	PBX
Migration from BellSouth "as is"	X	X	X	X	X		X
ALEC to ALEC migration	X	X					
Feature changes to existing customer	X	X			X		
Migration from BellSouth "as specified"	X	X	X	X			
New customer	X	X			X	X	
Telephone number change	X	X					
Directory change	X	X			X		
Add lines/trunks/circuits	X	X	X	X	X	X	X
Suspend/restore service	X	X					
Disconnect (full and partial)	X	X	X	X	X	X	X
Moves (inside and outside)	X	X					
Convert line to ISDN			X	X			
Migrate from ALEC to BellSouth	X	X					

Table 1-4: UNE Loop Ordering Scenarios

Activity	Res. Analog Loop	Bus. Analog Loop	Res. xDSL Capable Loop	Bus. xDSL Capable Loop	Bus. DS1 Loop	Inter-office Facility	Line Sharing[40]	UDC[41]	EEL[42]
Migration from BellSouth without number porting	X	X	X	X	NA[43]				X
Migration from BellSouth with INP[44]	NA	NA			NA				
Migration from BellSouth with LNP[45]	X	X			NA[46]				
Migration from ALEC to ALEC	X	X					X		
Add new loops to existing customer	X	X	X	X	X				X
Add new interoffice DS1/DS3 facilities						X			
Purchase loops for a new customer	X	X	X	X	X		X	X	X

[40] Line Sharing was added to the BBR-LO in Issue 9I on October 12, 2000.
[41] Unbundled Digital Channel (UDC) was added to the BBR-LO in Issue 9E on July 17, 2000.
[42] Enhanced Extended Link (EEL) was added to the BBR-LO in Issue 9E on July 17, 2000.
[43] BellSouth does not support migration of DS1 facilities.
[44] BellSouth no longer offers Interim Number Portability (INP).
[45] Local Number Portability (LNP).
[46] BellSouth does not support migration of DS1 facilities.

Activity	Res. Analog Loop	Bus. Analog Loop	Res. xDSL Capable Loop	Bus. xDSL Capable Loop	Bus. DS1 Loop	Inter-office Facility	Line Sharing[40]	UDC[41]	EEL[42]
Disconnect (full and partial)	X	X			X	NA[47]			X
Moves (inside and outside)	X	X			X				
Standalone directory change	X	X							
Standalone INP[48]	NA	NA							
Standalone LNP	X	X							
Convert from UNE-P to UNE-L	X	X							
Convert from Resale to UNE-L	X	X							

Table 1-5: UNE Platform (UNE-P) Ordering Scenarios

Activity	Res. POTS	Bus. POTS	Res. ISDN	Bus. ISDN	PBX[49]	DID[50]	DID Trunks[51]
Migration from BellSouth "as is"	X	X	X	X	X	X	X
Migrate from ALEC to ALEC	X	X					
Feature changes to existing customer	X	X					
Migration from BellSouth "as specified"	X	X	X	X			
New customer	X	X	NA[52]	NA[53]			

[47] KPMG Consulting was unable to obtain facilities from BellSouth to support Interoffice Facility (IOF) disconnects.
[48] BellSouth no longer offers Interim Number Portability (INP).
[49] UNE-P Private Branch Exchange (PBX) was added to the BBR-LO in Issue 9J on December 1, 2000.
[50] UNE-P Direct Inward Dial (DID) was added to the BBR-LO in Issue 9J on December 1, 2000.
[51] UNE-P DID Trunks were added to the BBR-LO in Issue 9J on December 1, 2000.
[52] BellSouth does not offer new Integrated Switch Digital Network (ISDN) accounts using UNE-P.
[53] BellSouth does not offer new ISDN accounts using UNE-P.

Activity	Res. POTS	Bus. POTS	Res. ISDN	Bus. ISDN	PBX[49]	DID[50]	DID Trunks[51]
Telephone number change	X	X					
Directory change	X	X					
Add lines/trunks/circuits	X	X	X	X			X
Suspend/restore service	X	X					
Disconnect (full and partial)	X	X	X	X			
Moves (inside and outside)	X	X					
Convert line to ISDN			X	X			
Migrate from ALEC to BellSouth	X	X					
Convert from Resale to UNE-P Combinations	X	X	NA[54]	NA[55]			

3.2 Test Targets and Measures

The test targets were the BellSouth pre-order and order systems and processes, including TAG, EDI, LENS and the manual order process.

Included in the test targets for pre-order were the following processes and sub-processes:

- Submit and monitor pre-order transactions;
  - Create pre-order query;
  - Send pre-order transaction;
  - Receive match response;
  - Receive near-match response;
  - Receive error response;
  - Verify correct processing of pre-order;

The following processes and sub-processes were included in the test target for orders:

- Submit order;
  - Create LSR;
  - Transmit LSR;
  - Receive FA;
  - Receive FOC, ERR or CLR;
  - Verify accuracy and completeness of response;

[54]BellSouth does not support conversion from Resale ISDN (Residential) to UNE-P ISDN (Residential).
[55]BellSouth does not support conversion from Resale ISDN (Business) to UNE-P ISDN (Business).

- Submit planned error;
  - Send planned error in order transaction;
  - Receive FA;
  - Received planned ERR(s) or response and verify receipt of response;
  - Correct ERR(s);
  - Resend order;
  - Receive FOC, ERR or CLR response;
- Supplement an order;
  - Send supplement;
  - Receive FA;
  - Receive of supplement FOC, ERR or CLR;
  - Correct errors and re-send supplement;
  - Receive FOC;
- Integrate pre-order data on order;
  - Create orders using designated pre-order response information;
  - Submit orders;
  - Receive acknowledgement;
  - Receive FOC, ERR or CLR; and
  - Verify correct processing of order.

3.3 Data Sources

The data collected for this test included the BellSouth Business Rules for Local Ordering (BBR-LO) General Information, Required/Conditional/Optional (RCO) Tables[56], BBR-LO Data Element Dictionary TCIF9, and the BellSouth Pre-Order Business Rules[57]. Other data collected included the CLEC Universal Service Order Code (USOC) Manuals; BellSouth Products and Services Interval Guide; CLEC UNE Product Guides; Resale Products Guide; and the BellSouth Interim Performance Metrics.

3.4 Data Generation/Volumes

KPMG Consulting determined appropriate transaction levels for functional testing by analyzing the available pre-order types, order delivery methods, and activity types.

3.5 Evaluation and Analysis Methods

[56]TCIF 9 versions; 9E, 9F, 9G, 9H, 9I, 9J, 9K, 9L, 9M, 9N, 9O, 9P, 9Q, 9R, 9S, 10.4, and 10.5.
[57]BellSouth Pre-Order Business Rules Versions 7.0, 8.0, 9.0, 10.0, 11.0, and 12a.

The Florida Master Test Plan[58] (MTP) defined a set of pre-order and order scenarios for testing in the POP Functional Evaluation (TVV1). The scenarios outlined, at a high-level, the products and services to order and the activity types to request. KPMG Consulting developed test cases for each scenario that contained a detailed description of the scenario and described order requirements, including customer type (Business or Residential), migration activity (partial or full), flow-through designation, and other information necessary to execute the test case.

BellSouth established a test bed of customer accounts according to KPMG Consulting specifications. Customer test accounts were geographically distributed across multiple Florida Central Offices, switching/transmission equipment and configurations, and Revenue Accounting Offices (RAOs). Creation of the test bed produced Customer Service Records (CSRs) that identified the end user's initial state, including address, billing requirements, and existing services and equipment information. KPMG Consulting validated the test accounts for accuracy prior to the start of the test. The POP Functional Evaluation (TVV1) required BellSouth to provide additional facilities information such as addresses, telephone numbers and cable pairs necessary to complete LSRs. Scenarios for ordering LNP and for ALEC-to-ALEC migrations were processed by KPMG Consulting using customer data and other order information from participating ALECs currently operating in Florida. Florida ALECs were solicited for voluntary use of facilities and access to the Number Portability Administration Center (NPAC).

Using the BellSouth Business Rules as a guide, KPMG Consulting submitted LSRs, received ERR/CLRs, FOCs and CNs, and logged the results of these transmissions. The data collected were analyzed by employing the evaluation criteria detailed in Section 4.1.

The POP Functional Evaluation (TVV1) results reflect KPMG Consulting's ALEC experience. The Metric Calculations Verification and Validation Review (PMR5) evaluated BellSouth's actual metrics calculations. These calculations were based on the definitions of the BellSouth OSS Testing SQM[59]. Order transmission times were compared to the SQMs, or in the absence of an SQM to a KPMG Consulting defined benchmark. System functionality was compared to BellSouth's published documentation on interface functionality.

BellSouth ordering Business Rules provided the ordering forms and data fields required for a service request, as well as the data characteristics, usage requirements, and valid entries for each data field. Documentation issues encountered during the creation of order transactions were analyzed and documented. Results in Section 4.0 were calculated based on outbound and inbound transaction timestamps recorded by KPMG Consulting's testing infrastructure. These timestamps may differ in varying degrees from the time measurement points reported in BellSouth SQM reports. KPMG Consulting measured the ALEC end-to-end response time while BellSouth measured processing time within its environment. For the pre-order and order evaluation criteria that do not map to performance measurements defined in the SQMs, KPMG Consulting applied a benchmark based on professional judgment.

The POP Functional Evaluation (TVV1) included a checklist of evaluation measures developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the POP Functional Evaluation (TVV1).

The data collected were analyzed employing the evaluation criteria detailed in Section 4.1 below.

[58] BellSouth Telecommunications, Inc, OSS Evaluation Project Master Test Plan Final Version 3.0 December 2, 1999.
[59] Revised Interim Performance Metrics Version 3.0, approved by the FPSC dated June 2001.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 1-5. For additional exception and observation information, refer to Appendices D and E, respectively. The test evaluation criteria and results are presented in Table 1-6.

Table 1-6: TVV1 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	56	51
Total Disposed of as of Final Report Date	50[60]	41
Total Open as of Final Report Date	6	10

Table 1-7: TVV1 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
Presence of Order Functionality – Functional Evaluation			
TVV1-1-1	The BellSouth EDI interface provides expected order functionality.	Satisfied	The BellSouth EDI interface provides expected order functionality. During transaction testing conducted from March 13, 2001 through May 22, 2002, KPMG Consulting submitted a total number of 3,932 orders with a variety of REQTYP/ACT combinations in accordance with the MTP and using the current issue of the BBR-LO. Details of the product and activity types included in this test are shown in Tables 1-3 through 1-5 above. The following order functionality issues were identified: ♦ KPMG Consulting attempted to build orders that called for the partial migration of a Loop (REQTYP A/ACT P) account and determined that the BellSouth BBR-LO (Issue 9K) did not provide Required/Conditional/Optional (RCO) tables with instructions for completing this order type. KPMG Consulting issued Exception 16. BellSouth responded that the addition of this functionality to BellSouth's systems was

[60] Exceptions 58, 74, 102, 133, and 134 were closed when the FPSC removed RoboTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP) on April 3, 2002. Information on these Exceptions is not documented in the results below.

Test Reference	Evaluation Criteria	Result	Comments
			entered in the Change Control process Change Request (CR) #0029, and was further given a priority ranking by the ALEC community. BellSouth has assigned an implementation date of August 25, 2002 in release 10.6 for this functionality enhancement. Exception 16 remains open. The ALEC community prioritized CR #0029 such that it will not be implemented during the OSS evaluation. Therefore KPMG Consulting does not feel that this issue is significant enough to warrant a Not Satisfied result for this criterion. ♦ During transaction testing, KPMG Consulting received responses via BellSouth's EDI interfaces that had an inaccurate Transaction Set (TS) for Completion Notice (CN) responses. KPMG Consulting issued Exception 98. BellSouth identified a downstream system defect and corrected the issue in Encore Release 9.5 on September 1, 2001. KPMG Consulting retested this issue via the EDI interface after September 1 and monitored 855 TSs for accuracy. KPMG Consulting determined that the issue raised had been satisfied and Exception 98 was closed. ♦ KPMG Consulting issued all REQTYP/ACT combinations via the EDI interface and failed to receive expected responses. KPMG Consulting issued Exception 105 and BellSouth indicated that the following system defects were identified and fixed: ♦ Direct upload problem. Issue resolved on March 3, 2001; ♦ EDI interchange failure. Issue resolved on April 10, 2001; ♦ EDI LEO communication failure. Issue resolved on March 22, 2001; ♦ Mercator Translator Thread ID defects. Issue resolved on July 19, 2001; ♦ Downstream reject condition defect. Issue resolved on July 27, 2001; and

[61] 2 Wire Voice Grade UNE Loop/Port Switched Combination (Business, Residential and Line Side PBX Service) CLEC Information package.

Test Reference	Evaluation Criteria	Result	Comments
			♦ CONNECT: Direct failure and overwrite condition. Issue resolved on September 28, 2001. After September 28, 2001, KPMG Consulting retested and submitted orders via the EDI interface and monitored the BellSouth responses. All expected responses were received. Exception 105 was closed. ♦ UNE-P (REQTYP M) service requests were submitted in accordance with BellSouth BBR-LO (Issue 9K), relating to the requirement for the Carrier Identification Code (CIC) field. BellSouth EDI error responses were inconsistent with the documented Business Rules. KPMG Consulting issued Exception 32. BellSouth indicated that there was a mismatch between OSS'99 Issue 9K and BellSouth systems. The Business Rules were updated on March 3, 2001 and April 30, 2001 to match existing functionality. KPMG Consulting validated the new CIC requirement and confirmed the update to documentation. Exception 32 was closed. ♦ UNE-P (REQTYP M) LSRs were submitted in accordance with BellSouth documentation, relating to the use of USOCs on the LSR. BellSouth systems and representatives were inconsistent in their response to issuing FOCs on orders and applied the USOC rules differently. KPMG Consulting issued Exception 41. BellSouth updated the product documentation[61] to specify the USOCs required on the LSR prior to submission and USOCs that were automatically populated by BellSouth systems. KPMG Consulting verified that the documentation was corrected to clarify the use of UNE-P USOCs. Exception 41 was closed. ♦ BellSouth's EDI interface did not apply accurate business rule BBR-LO (Issue 9L) front-end edits for the Directory Listing (DL) form and data for Resale partial migrations (REQTYP E/ACT P) and UNE-P partial migrations (REQTYP M/ACT P). KPMG Consulting issued Exception 46. BellSouth issued a new version of the Business Rules on May 31, 2001 (Issue 9N) that corrected

Test Reference	Evaluation Criteria	Result	Comments
			the rules on use of the DL form on Resale and UNE-P orders. KPMG Consulting submitted orders following the new Business Rule changes to required fields and did not experience further problems. Exception 46 was closed. ♦ KPMG Consulting attempted to issue Digital Signal 1 (DS1) (REQTYP A/ACT C) orders through the EDI interface using the RCO tables found in OSS'99 Issue 9N. These orders were rejected due to an inaccurate Line Activity (LNA), which indicated that only LNAs of New (N) or Disconnect (D) were appropriate. KPMG Consulting issued Exception 80. BellSouth indicated that an update to the RCO tables for DS1 was necessary to show that change move orders of REQTYP A are not offered by BellSouth. On August 27, 2001 OSS'99 Issue P was released and KPMG Consulting validated the RCO charts for REQTYP A (DS1) had been updated. Exception 80 was closed.
TVV1-1-2	BellSouth TAG interface provides expected order functionality.	Satisfied	BellSouth TAG interface provides expected order functionality. During transaction testing conducted from March 13, 2001 through May 15, 2002, KPMG Consulting submitted 4,043 orders with a variety of REQTYP/ACT combinations in accordance with the MTP and using the current issue of the BBR-LO. Details of the product and activity types included in this test are shown in Tables 1-3 through 1-5 above. The following order functionality issues were observed: ♦ KPMG Consulting attempted to create orders for the partial migration of a Loop (REQTYP A/ACT P) account and determined that the BBR-LO (Issue 9K) did not provide RCO tables to complete this order type. KPMG Consulting issued Exception 16. BellSouth responded that the addition of this functionality to BellSouth systems was entered in the Change Control process CR#0029, and was given a priority ranking by the ALEC community. BellSouth has assigned an implementation date of July 13, 2002 in release 10.6 for addition of this functionality. Exception 16 remains open.

Test Reference	Evaluation Criteria	Result	Comments
			The ALEC community prioritized CR #0029 such that it will not be implemented during the OSS evaluation. Therefore KPMG Consulting does not feel that this issue is significant enough to warrant a Not Satisfied result for this criterion. ♦ A series of Resale (REQTYP E), UNE-P (REQTYP M) and Loop (REQTYP A) orders were submitted through the TAG interface with information populated in the EU fields per the RCO tables in BBR-LO (Issue 9L). The TAG interface rejected the orders due to lack of data in the "State" field. The "State" field was not required per the RCO table. KPMG Consulting issued Exception 42. In response, BellSouth indicated its intent to implement the following fix: ♦ Enhancement (CMVC 13022) was implemented on June 2, 2001 that would no longer require address information on Change requests (ACT C) for Loop (REQTYP A) and Resale (REQTYP E). ♦ A defect fix was opened to correct the requirements of EU information on Loop (REQTYP A) and UNE-P (REQTYP M) orders for activities of Disconnects (ACT D) and Seasonal Suspension (ACT L). Implementation of the fix occurred on July 27, 2001. Subsequent to the fix, KPMG Consulting issued orders via the TAG interface with the EU fields left unpopulated. The TAG interface processed these orders as expected. Exception 42 was closed. ♦ The BellSouth TAG interface did not apply accurate BBR-LO (Issue 9L) front-end edits for DL forms and data for Resale partial migrations (REQTYP E/ACT P) and UNE-P partial migrations (REQTYP M/ACT P). KPMG Consulting issued Exception 46. BellSouth updated the Business Rules on May 31, 2001 (Issue 9N). The new rules corrected the information regarding the use of the DL form for Resale and UNE-P orders. KPMG Consulting submitted orders following the new Business Rule requirements. No error message was

Test Reference	Evaluation Criteria	Result	Comments
			received for that sample order set. Exception 46 was closed. ♦ Local Number Portability (LNP) orders issued via the TAG interface received REJ messages associated with the "Coordinated Hot Cut" (CHC) field. KPMG Consulting issued Exception 77. BellSouth indicated that discrepancies existed between TAG edits and LNP Gateway requirements. BellSouth implemented a system enhancement on July 28, 2001. KPMG Consulting issued new LNP orders with and without the CHC field populated and did not experience the defect. Exception 77 was closed. ♦ KPMG Consulting attempted to issue DS1 (RETYP A/ACT C) orders through the TAG interface using the RCO tables found in BBR-LO (Issue 9N). These orders were rejected due to an inaccurate Line Activity (LNA) value, which indicated that only LNAs of New (N) or Disconnect (D) were appropriate. KPMG Consulting issued Exception 80. BellSouth updated the RCO tables for DS1 orders to show that moves of DS1 are not offered by BellSouth. On August 27, 2001 BBR-LO (Issue 9P) was released and KPMG Consulting reviewed the RCO charts and confirmed that they were updated for REQTYP A (DS1). Exception 80 was closed. KPMG Consulting submitted various types of LSRs and pre-order queries through TAG that were prevented from reaching BellSouth Systems due to backend resource limitation exceptions. KPMG Consulting issued Exception 87. BellSouth responded that the backend resource limitations KPMG Consulting received were appropriate. BellSouth indicated if KPMG Consulting received a backend resource limitation three consecutive times, KPMG Consulting should contact EC support. KPMG Consulting issued Amended Exception 87 which showed that during the period of March 13, 2001 through August 8, 2001, there were 2,579 service requests submitted to BellSouth via TAG of which 9% received backend resource limitations. KPMG Consulting's professional opinion is that the percentage of backend resource limitations

Test Reference	Evaluation Criteria	Result	Comments
			experienced during the above timeframes was unacceptably high and could cause significant delays in the processing of orders. BellSouth responded that steps would be taken to reduce the occurrence of backend resource limitations. These steps included the creation of more descriptive error messages. KPMG Consulting analyzed TAG communication logs from testing conducted during March 2002 through April 2002 and found 99.21% of all TAG orders were submitted successfully without receiving backend resource limitation errors. Exception 87 was closed.
TVV1-1-3	BellSouth LENS interface provides expected order functionality.	Satisfied	BellSouth LENS interface provides expected order functionality. During transaction testing conducted from March 13, 2001 through May 22, 2002, KPMG Consulting submitted a total number of 880 orders with a variety of REQTYP/ACT combinations in accordance with the MTP and using the current issue of the BBR-LO. Details of the product and activity types included in this test are shown in Tables 1-3 through 1-5 above. The following order functionality issues were observed: ♦ KPMG Consulting attempted to create orders for the partial migration of a Loop (REQTYP A/ACT P) account and determined that the BBR-LO (Issue 9K) did not provide RCO tables. KPMG Consulting issued Exception 16. BellSouth responded that the addition of this functionality to BellSouth's systems was entered in the Change Control process CR#0029, and was given a priority ranking by the ALEC community. BellSouth has assigned an implementation date of July 13, 2002 in release 10.6 for addition of this functionality. Exception 16 remains open. The ALEC community prioritized CR #0029 such that it will not be implemented during the OSS evaluation. Therefore KPMG Consulting does not feel that this issue is significant enough to warrant a Not Satisfied result for this criterion. ♦ While submitting orders for ISDN Loop service via the BellSouth LENS interface, KPMG Consulting found that a required value H in the Type of Service (TOS) field,

Test Reference	Evaluation Criteria	Result	Comments
			per BBR-LO (Issue 9K), was not an option within the LSR field. BellSouth sent clarifications because the LSO information did not include H as the second character. KPMG Consulting issued Exception 40. BellSouth updated the BBR-LO and KPMG Consulting retested by validating BBR-LO (Issue 9O), for the appropriate changes and issued ISDN Loop orders via LENS. KPMG Consulting was able to access the required data elements necessary to complete ISDN BRI orders. Exception 40 was closed. ♦ KPMG Consulting observed that the BBR-LO stated Loop Conversion orders submitted through the LENS interface did not require the Final Billing Information Indicator (FBI) field. KPMG Consulting submitted a Loop Conversion and observed that the FBI field was auto populated. KPMG Consulting issued Exception 55. BellSouth responded that LENS automatically navigates users to screens with fields required to process the specific order. LENS does not automatically navigate users to the END USER BILLING page, where the FBI field is located. LENS automatically populates a default value for the FBI field. KPMG Consulting agreed and Exception 55 was closed. ♦ KPMG Consulting attempted to issue DS1 (RETYP A/ACT C) orders through the LENS interface using the RCO tables found in BBR-LO (Issue 9N). These orders were rejected due to an inaccurate Line Activity (LNA) value, which indicated that only LNAs of New (N) or Disconnect (D) were appropriate. KPMG Consulting issued Exception 80. BellSouth updated the RCO tables for DS1 orders to show that move change orders of DS1 are not offered by BellSouth. On August 27, 2001 BBR-LO (Issue 9P) was released and the RCO charts were validated for REQTYP A (DS1). Exception 80 was closed. KPMG Consulting attempted to issue supplemental orders via LENS without including a comment in the REMARK field per the BBR-LO. KPMG Consulting received an error message. The error message received stated that the REMARK field must be populated. KPMG

Test Reference	Evaluation Criteria	Result	Comments
			Consulting noted that this caused orders to fallout for manual handling. KPMG Consulting issued Exception 89. BellSouth responded that adding information in the REMARK field of the LSR does not cause an LSR to fallout for manual handling. KPMG Consulting has successfully tested supplemental orders that do not require the REMARK field to be populated. The REMARK field for these orders was populated and the orders did not fallout for manual handling. Exception 89 was closed.
TVV1-1-4	BellSouth manual order process provides expected system functionality.	Testing in Progress	BellSouth manual order process provides expected system functionality. During transactional testing conducted from March 13, 2001 through May 22, 2002, KPMG Consulting submitted a total number of 1,898 orders with a variety of REQTYP/ACT combinations in accordance with the MTP and using the current issue of the BBR-LO. Details of the product and activity types included in this test are shown in Tables 1-3 through 1-5 above. The following manual ordering issues were observed: ♦ KPMG Consulting attempted to create orders for the partial migration of a Loop (REQTYP A/ACT P) account and determined that the BBR-LO (Issue 9K) did not provide RCO tables. KPMG Consulting issued Exception 16. BellSouth responded that the addition of this functionality to BellSouth's systems was entered in the Change Control process CR#0029, and was given a priority by the ALEC community. BellSouth has assigned an implementation date of July 13, 2002 in release 10.6 for addition of this functionality. Exception 16 remains open. The ALEC community prioritized CR #0029 such that it will not be implemented during the OSS evaluation. Therefore KPMG Consulting does not feel that this issue is significant enough to warrant a Not Satisfied result for this criterion. ♦ KPMG Consulting attempted to issue ALEC-to-ALEC migrations of UNE-L accounts. BellSouth did not provide the appropriate Business Rules to issue these orders. KPMG Consulting issued Exception 49. As part of the BellSouth response to the exception the

Test Reference	Evaluation Criteria	Result	Comments
			BBR-LO was updated to address the procedures for migrating Resale and UNE-P accounts from ALEC-to-ALEC. BellSouth also published the CLEC-to-CLEC Conversion for Unbundled Loops guide to address migrations of UNE-L accounts. KPMG Consulting issued ALEC-to-ALEC migrations of Resale, UNE-P accounts and successfully completed the orders. Exception 49 was closed. ♦ KPMG Consulting was unable to issue orders for the migration of an Extended Enhanced Loop (EEL). KPMG Consulting issued Exception 17. BellSouth responded by updating the BBR-LO (Issue 9L) on March 30, 2001. KPMG Consulting validated the changes to the document and successfully issued orders of this activity type. Exception 17 was closed. ♦ KPMG Consulting did not receive faxed clarifications for invalid orders sent to the Carrier Resale Services Group (CRSG). KPMG Consulting issued Exception 70. BellSouth modified the CRSG process on July 17, 2001. KPMG Consulting validated that the process document was updated and received expected responses to clarifications. Exception 70 was closed. ♦ Exception 162 was issued regarding BellSouth's instructions for submitting orders for Centrex® service were inadequate. BellSouth indicated that existing ordering forms would be replaced with new forms. BellSouth intended for the new forms to provide clearer instructions for Centex® submission. Exception 162 is currently open pending retest.
Accuracy of Order Responses[62] – Functional Evaluation			
TVV1-2-1	BellSouth systems or representatives provide accurate and complete Firm Order Confirmations (FOCs)	Satisfied	BellSouth systems or representatives provide accurate and complete FOCs. KPMG Consulting did not receive FOCs from BellSouth via FAX/Email for orders that were

[62] For this criterion, KPMG Consulting defined an accurate response to be a system response that is consistent with the technical specifications for TAG, EDI and BellSouth representative responses and consistent with the transaction type that initiated the response. In the case of error responses, KPMG Consulting verified that these were only received for incorrectly formatted LSRs. The contents of the response files were evaluated for accuracy on a sample basis only.

Test Reference	Evaluation Criteria	Result	Comments
	(FOCs).		assigned a completed (CP) status in CSOTS. KPMG Consulting issued Exception 117. BellSouth agreed that KPMG Consulting did not receive the responses due to BellSouth employee errors. The LCSC and CRSG management trained employees on the need for accuracy and the consequences of making errors. KPMG Consulting submitted additional orders via FAX/Email and determined that BellSouth returned all expected FOCs. Exception 117 was closed. KPMG Consulting applied a benchmark for receipt of accurate FOCs of 95%. A sample of 540 FOCs received from February 28, 2002 through April 2, 2002 was examined for clarity, accuracy and completeness relative to the BBR-LO. ♦ 96.85% (523 of 540) of FOCs received were accurate and complete[63]. KPMG Consulting issued Exception 166 which states that BellSouth provided inconsistent information on FOC responses for Resale and UNE-P service requests submitted via TAG and EDI interfaces. BellSouth identified an issue in LESOG and implemented a system fix with release in 10.5 on June 1, 2002 to address the missing Billing Account Number (BAN) field on FOC responses. KPMG Consulting validated 19 FOC FOC responses after June 1, 2002 and confirmed that the BAN on the FOC was returned. Exception 166 is closed.
TVV1-2-2	BellSouth system or representatives provide accurate and complete Error (ERR)/Clarification (CLR) messages.	Not Satisfied	BellSouth system or representatives do not provide accurate and complete ERR CLR messages. KPMG Consulting applied a benchmark for receipt of accurate ERRs/CLRs of 95%. A sample of 751 clarification responses received from March 15, 2001 through November 7, 2001 was examined to determine compliance with BBR-LO. ♦ 96.01% (721of 751) of clarification responses were in compliance with the BBR-

[63] KPMG Consulting excluded 141 FOC responses from the Accuracy and Completeness evaluation due to a BellSouth LESOG defect, which was fixed in release 10.5.

Test Reference	Evaluation Criteria	Result	Comments
			LO. A sample of 713 clarification responses received from February 28, 2002 through April 2, 2002 was examined to determine compliance with BBR-LO. ♦ 96.49% (688 of 713) of clarification responses were in compliance with the BBR-LO. An additional sample of 308 clarification responses from April 3, 2002 through May 15, 2002 were also examined to determine compliance with the BBR-LO. ♦ 89.29% (275 of 308) of clarification responses were in compliance with the BBR-LO. KPMG Consulting issued Exception 165. BellSouth's response indicated that of the 54 inaccurate responses, they agreed with KPMG Consulting's assessment of 33 responses resulting an 89% accuracy rate. Exception 165 addressed issues including errors in the BBR-LO and BellSouth employee errors. Exception 165 remains open. The following BellSouth system and representative issues were observed: ♦ KPMG Consulting observed that while issuing ISDN-BRI orders to BellSouth, error messages were generated contrary to BellSouth Business Rules. KPMG Consulting issued Exception 73. BellSouth responded by updating the Business Rules[64] for ISDN conversions. KPMG Consulting validated the new documentation and issued orders following the new requirements. No further error messages were received related to this issue. Exception 73 was closed. ♦ KPMG Consulting issued Line Sharing orders to BellSouth adhering to the BellSouth Business Rules and received error messages that were inconsistent with the expected response. KPMG Consulting issued Exception 75. BellSouth responded with its implementation on July 28, 2001 of ENCORE release 9.4, which included

[64] OSS '99 Issue 9O June 29, 2001.

Test Reference	Evaluation Criteria	Result	Comments
			Change Control process enhancements for Line Sharing. KPMG Consulting issued Line Sharing orders after the implementation date to validate the BellSouth response and no longer observed inappropriate error messages. Exception 75 was closed.
TVV1-2-3	BellSouth systems or representatives provide accurate and complete Completion Notices (CNs).	Satisfied	BellSouth systems or representatives provide accurate and complete CNs. KPMG Consulting applied a benchmark for receipt of accurate CNs of 95%. A sample of 146 CN responses received from March 5, 2002 through May 10, 2002 were examined to determine compliance with the BBR-LO. ♦ 97.26% (142 of 146) of CN responses received were found to be accurate and complete per the BellSouth Business Rules.
TVV1-2-4	BellSouth systems or representatives provide, accurate and complete Missed Appointment (MA) Notifications.	Satisfied	BellSouth systems or representatives provide, accurate and complete MAs. KPMG Consulting applied a benchmark for receipt of accurate MAs of 95%. A sample of 28 MA responses received from March 13, 2001 through May 22, 2002 was examined to determine compliance with the BBR-LO. ♦ 92.86%[65] (26 of 28) of MA responses received were found to be accurate and complete per the BellSouth Business Rules. KPMG Consulting issued Exception 170 detailing the fields and values in the MA responses that did not comply with the BBR-LO. BellSouth's response disagreed with KPMG Consulting's analysis of the missing fields in the MA responses. Additional analysis of the CLEC FCIF files for these PONs show that KPMG Consulting received the appropriate fields and values for MA responses. Exception 170 was closed.
TVV1-2-5	BellSouth Service Order Tracking System (CSOTS)	Satisfied	BellSouth CSOTS provides accurate LSR status.

[65] 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. 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 0.4117, above the 0.0500 cut-off for a statistical conclusion of failure.

Test Reference	Evaluation Criteria	Result	Comments
	Tracking System (CSOTS) provides accurate LSR status.		KPMG Consulting applied a benchmark for accurate LSR status of 95%. A sample of 50 purchase orders was examined in CSOTS for accuracy in relation to KPMG Consulting's status of the order. 100.00% (50 of 50) of the purchase orders examined was found to be accurate.
Timeliness of Order Response[66] - Functional Evaluation (TVV1)			
TVV1-3-1	BellSouth's EDI interface provides Functional Acknowledgements (FAs) within the agreed upon standard interval.	Satisfied	BellSouth's EDI interface provides FAs within the agreed upon standard interval. The O-1 SQM standard for FAs is 95% received within 30 minutes[67]. During initial testing, KPMG Consulting received FAs within the following timeframes: ♦ 96.69% (2,161 of 2,235) of FAs were received in less than 30 minutes.[68] KPMG Consulting issued Exception 61.[69] BellSouth responded that inaccurate date and timestamps were used. KPMG Consulting agreed that incorrect timestamps were used in the analysis and withdrew the exception. Due to changes in the Revised Interim Performance Metrics[70], subsequent testing was conducted from of November 26, 2001 through February 27, 2002. KPMG Consulting received FAs within the following timeframes. ♦ 99.37% (788 of 793) of FAs were received in less than 30 minutes. During additional testing conducted from February 28, 2002 through May 22, 2002, KPMG Consulting received FAs within the following timeframes. ♦ 99.88 % (847 of 848) of FAs were received in less than 30 minutes. See Tables 1-8 through 1-10 for additional transaction details.

[66] KPMG Consulting excluded 131 EDI and 51 TAG LSR transactions from the initial test due to data exchange issues between KPMG Consulting and BellSouth.
[67] The SQM approved standard for FAs prior to August 1, 2001 was 90% within 30 minutes.
[68] Due to an internal KPMG Consulting mapping issue, KPMG Consulting excluded 23 FA responses from the sample.
[69] KPMG Consulting initially issued Exception 61 with errors in the PON/VER schema. Prior to BellSouth responding to the Exception, KPMG Consulting issued Amended Exception 61 with the appropriate PON/VERs.

Test Reference	Evaluation Criteria	Result	Comments
TVV1-3-2	BellSouth's EDI interface provides Fully Mechanized (FM) reject (REJ) responses within the agreed upon standard interval.	Satisfied	BellSouth's EDI interface provides FM REJ responses within the agreed upon standard interval. The O-8 SQM standard for FM REJs is 97% received within one hour[71]. During initial testing conducted from March 13, 2001 through April 9th, 2001, KPMG Consulting received FM REJs within the following timeframes: ♦ 92.71% (178 of 192) of FM REJs were received in less than one hour.[72] KPMG Consulting issued 2nd Amended Exception 51[73]. BellSouth stated that a downstream system problem caused production data to be sent to a test dataset. A system fix was implemented. KPMG Consulting initiated subsequent testing on March 24, 2001. During subsequent testing conducted from March 24, 2001 through July 16, 2001, KPMG Consulting received FM REJs within the following timeframes: ♦ 95.41% (540 of 566) of FM REJs were received in less than one hour.[74] KPMG Consulting issued 3rd Amended Exception 51. In the response, BellSouth indicated that the flow through classifications for LNP auto clarifications were incorrect. BellSouth implemented a flow through reporting fix and KPMG Consulting initiated subsequent testing on November 26, 2001. During subsequent testing conducted from

[70] SQMs O-8 Reject Interval and O-9 Firm Order Confirmation Timeliness changed on August 1, 2001 to reflect a new benchmark for PM responses. KPMG Consulting conducted a full retest of all related evaluation criteria in order to evaluate the new measures.
[71] Results are based on actual, fully mechanized (FM) status of LSRs submitted by KPMG Consulting. KPMG Consulting determined that a clarification was FM or PM by analyzing BellSouth back-end system data provided to KPMG Consulting's Flow Through Evaluation team. KPMG Consulting also created an algorithm, based on BellSouth Flow Through definitions that were used to obtain actual performance data on KPMG Consulting issued service requests. KPMG Consulting validated the BellSouth provided data against the data obtained by KPMG Consulting for consistency in FM/PM classification.
[72] KPMG Consulting excluded 19 FM REJs received after the initial FOC response.
[73] KPMG Consulting issued Exception 51 and Amended Exception 51. BellSouth indicated that KPMG Consulting was not using the appropriate flow through classifications to determine flow through and non-flow through. KPMG Consulting issued 2nd Amended Exception 51 with the correct flow through/non-flow through classifications.
[74] KPMG Consulting excluded 44 FM REJs received after the initial FOC response and 17 FM REJs that did not have FT indicator.

Test Reference	Evaluation Criteria	Result	Comments
			November 26, 2001 through February 27, 2002, KPMG Consulting received FM REJs within the following timeframes: ♦ 97.73% (215 of 220) of FM REJs were received in less than one hour.[75]Due to system performance issues in other evaluation criteria, KPMG Consulting conducted a retest from February 28, 2002 through May 22 2002[76]. KPMG Consulting received FM REJs within the following timeframes: ♦ 98.16% (160 of 163) of FM REJs were received in less than one hour.[77] Exception 51 was closed. See Tables 1-11 through 1-13 for additional transaction details.
TVV1-3-3	BellSouth's EDI interface provides Partially Mechanized (PM) rejects (REJ) responses within the agreed upon standard interval.	Satisfied	BellSouth's EDI interface provides PM REJ responses within the agreed upon standard interval. The O-8 SQM standard for PM REJs is 85% received within 10 hours[78]. During initial testing conducted from March 13, 2001 through November 25, 2001, KPMG Consulting received PM REJs within the following timeframes[79]: ♦ 81.25% (221of 272) of PM REJs were received in less than 10 hours. ♦ 97.43% (265 of 272) of PM REJs were received in less then 18 hours. ♦ 98.90% (269 of 272) of PM REJs were received less than 24 hours. KPMG Consulting issued Exception 91. BellSouth indicated that KPMG Consulting did not consider applicable exclusions. KPMG

[75] KPMG Consulting excluded 5 FM REJs received after the initial FOC response.
[76] When a test result indicates system and/or representative performance issues for a specific evaluation criterion, KPMG Consulting's methodology is to conduct a retest of all criteria, report the results and issue Observations and/or Exceptions.
[77] KPMG Consulting excluded 8 FM REJs received after the initial FOC response.
[78] For PM LSRs submitted prior to August 1, 2001 the SQM standard for PM REJs is 85% received within 18 hours. For PM LSRs submitted prior to May 1, 2001 the SQM standard for PM REJs is 85% received within 24 hours.
[79] KPMG Consulting excluded 36 PM REJs received after the initial FOC response and 17 PM REJs that did not have a FT indicator.

Test Reference	Evaluation Criteria	Result	Comments
			Consulting agreed and withdrew the exception. Due to changes in the Revised Interim Performance Metrics[80], KPMG Consulting initiated subsequent testing beginning November 26, 2001. During subsequent testing conducted from November 26, 2001 through February 27, 2002, KPMG Consulting received PM REJs within the following timeframes: ♦ 84.38% (108 of 128) of PM REJs were received in less than 10 hours.[81] Due to system performance issues in other evaluation criteria, subsequent testing was conducted from February 28, 2002 through May, 22, 2002, KPMG Consulting received PM REJs within the following timeframes[82]: ♦ 98.04% (100 of 102) of PM REJs were received in less than 10 hours.[83] See Tables 1-14 through 1-16 for additional transaction details.
TVV1-3-4	BellSouth's EDI interface provides Fully Mechanized (FM) Firm Order Confirmations (FOC) responses within the agreed upon standard interval.	Satisfied	BellSouth's EDI interface provides FM FOC responses within the agreed upon standard interval. The O-9 SQM standard for FM FOCs is 95% received within three hours[84]. During initial testing conducted from March 13, 2001 through November 25, 2001, KPMG Consulting received FM FOCs within the following timeframes: ♦ 92.90% (589 of 634) of FOCs were received within three hours.[85]

[80] SQMs O-8 Reject Interval and O-9 Firm Order Confirmation Timeliness changed on August 1, 2001 to reflect a new benchmark for Partially Mechanized responses. KPMG Consulting conducted a full retest of all related criteria in order to evaluate the new measures and results of all testing activity are reported.
[81] KPMG Consulting excluded 41 PM REJs received after the initial FOC response.
[82] When a test result indicates system and/or representative performance issues for a specific criterion, KPMG Consulting's methodology is to conduct a retest of all criteria and report the results.
[83] KPMG Consulting excluded 21 PM REJs received after the initial FOC response.
[84] Results are based on the actual FM and PM performance of LSRs submitted by KPMG Consulting. KPMG Consulting determined that a FOC was FM or PM by analyzing BellSouth back-end system data provided to KPMG Consulting's Flow Through Evaluation team. KPMG Consulting also created an algorithm, based on BellSouth Flow Through definitions; to obtain actual performance data on KPMG Consulting issued service requests. KPMG Consulting validated the BellSouth provided data against the KPMG Consulting obtained data for consistency in FM/PM classification.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting issued Exception 53. BellSouth indicated that incorrect flow through classifications were used to determine timeliness. KPMG Consulting agreed and Exception 53 was closed. Additional analysis for the same test period showed that KPMG Consulting received late FM Resale FOC responses from BellSouth. KPMG Consulting issued Exception 85. KPMG Consulting received FM Resale FOCs in the following timeframes: ♦ 91.30% (147 of 161) of Resale FOCs were received in less than three hours for FM LSRs. BellSouth responded that Mercator and Job Control Language (JCL) errors as well as system unavailability downstream of the service order generator caused the time delay. KPMG Consulting also determined that the EDI interface returned late UNE-L FOCs. KPMG Consulting issued Exception 100. KPMG Consulting received FM UNE-L FOCs in the following timeframes: ♦ 92.02% (150 of 163) of UNE-L FOCs were received in less than three hours for FM LSRs. BellSouth responded that an EDI defect and a due date calculation problem caused the delay of responses. A BellSouth system fix was implemented on July 19, 2001 to correct the EDI defect and August 10, 2001 to correct the Due Date calculation problem. During subsequent testing conducted from November 26, 2001 through February 27, 2002. KPMG Consulting received FM Resale and UNE-L FOCs within the following timeframes: ♦ 98.85% (86 of 87) of Resale FOCs were received in less than three hours for FM

[85] KPMG Consulting excluded 4 FM FOCs received after the initial REJ response and 47 FM FOCs that did not have a FT indicator.
[86] When a test result indicates system and/or representative performance issues for a specific criterion, KPMG Consulting's methodology is to conduct a retest of all related evaluation criteria, report results, and issue Observations or Exceptions.
[87] KPMG Consulting excluded 131 EDI and 51 TAG LSR transactions from initial testing due to data exchange issues between BellSouth and KPMG Consulting.
[88] KPMG Consulting excluded 2 FM FOCs due to unavailable FT indicator.

Test Reference	Evaluation Criteria	Result	Comments
			LSRs. ♦ 97.98% (97 of 99) of UNE-L FOCs were received in less than three hours for FM LSRs. Exceptions 85 and 100 were closed. Due to system performance issues in other evaluation criteria, a subsequent test was conducted from February 28, 2002 through May 22, 2002.[86] KPMG Consulting received FM FOCs within the following timeframes[87]: ♦ 97.07% (365 of 376) of FOCs were received in less than three hours.[88] . See Tables 1-17 through 1-19 for additional transaction details.
TVV1-3-5	BellSouth's EDI interface provides Partially Mechanized (PM) Firm Order Confirmation (FOC) responses within the agreed upon standard interval.	Satisfied	BellSouth's EDI interface provides PM FOC responses within the agreed upon standard interval. The O-9 SQM standard for PM FOCs is 85% received within 10 hours[89]. During initial testing conducted from March 13, 2001 through November 25, 2001, KPMG Consulting received PM FOCs within the following timeframes[90]: ♦ 92.07% (418 of 454) of FOCs were received in less than 10 hours. KPMG Consulting issued Exception 92. BellSouth responded that an EDI defect on the Sun Solaris server caused a delay in processing responses. BellSouth also responded that KPMG Consulting did not consider applicable exclusions. KPMG Consulting agreed and withdrew the exception. Due to changes in the Revised Interim Performance Metrics, KPMG Consulting

[89] For PM LSRs submitted prior to August 1, 2001 the SQM standard for PM FOCs is 85% received within 18 hours. For PM LSRs submitted prior to May 1, 2001 the SQM standard for PM REJs is 85% received within 24 hours.

[90] KPMG Consulting excluded 3 PM FOCs received after the initial REJ response and 47 PM FOCs that did not have a FT indicator.

Test Reference	Evaluation Criteria	Result	Comments
			initiated subsequent testing on November 26, 2001 for PM FOCs.[91] During subsequent testing conducted from November 26, 2001 through February 27, 2002, KPMG Consulting received PM FOCs within the following timeframes: ♦ 75.00% (135 of 180) of FOCs were received in less than 10 hours.[92] KPMG Consulting issued Exception 131. During subsequent testing, it was determined that the EDI interface returned late PM FOCs. BellSouth's response to Exception 131 indicated that the LCSC experienced delays in processing orders. During subsequent testing conducted from February 28, 2002 through May, 22 2002, KPMG Consulting received PM FOCs within the following timeframes: ♦ 92.42% (183 of 198) of FOCs were received in less than 10 hours for PM LSRs.[93] Exception 131 was closed. See Tables 1-20 through 1-22 for additional transaction details.
TVV1-3-6	BellSouth's EDI interface provides timely Completion Notifications (CNs).	Satisfied	BellSouth's EDI interface provides timely CNs. The expected interval for CNs is 95% received by 12:00 pm of the business day following the receipt of the provisioning completion date. During initial testing conducted from March 13, 2001 through November 25, 2001, KPMG Consulting received CNs within the following timeframes: ♦ 94.47% (871 of 922) of CNs were delivered within 1 day of the DD. Due to system performance issues in other evaluation criteria, KPMG Consulting conducted

[91] The interval for PM FOCs according to BellSouth OSS testing SQM version 1.06 was 85 percent within 24 hours. On June 1, 2001, BellSouth OSS testing SQM version 3.0 changed the interval to 85 percent within 18 hours on May 1, 2001 and 85% within 10 hours on August 1, 2001.
[92] KPMG Consulting excluded 4 PM FOCs received after the initial REJ response.
[93] KPMG Consulting excluded 2 PM FOCs due to unavailable FT indicator.

Test Reference	Evaluation Criteria	Result	Comments
			a subsequent test from November 26, 2001 through February 27, 2002[94]. KPMG Consulting received CNs within the following timeframes: ♦ 92.88% (326 of 351) of CNs were delivered within one day of the DD. Due to system performance issues in other evaluation criteria, KPMG Consulting conducted a subsequent test from February 28, 2002 through May 22, 2002[95]. KPMG Consulting received CNs within the following timeframes: ♦ 95.20% (456 of 479) of CNs were delivered within one day of the DD.[96] BellSouth delivers CNs upon the conclusion of provisioning activities as well as all subsequent downstream (listing and billing) provisioning activities. See Tables 1-23 through 1-25 for additional transaction details.
TVV1-3-7	BellSouth's TAG interface provides Functional Acknowledgements (FAs) within the agreed upon standard interval.	Satisfied	BellSouth's TAG interface provides FAs within the agreed upon standard interval. The O-1 SQM standard for FAs is 95% received within 30 minutes[97]. During initial testing conducted from March 13, 2001 through November 25, 2001, KPMG Consulting received FAs within the following timeframes: ♦ 100% (1,697 of 1,697)[98] of FAs were received in less than 30 minutes[99]. Due to changes in the Revised Interim Performance Metrics[100], a subsequent test was

[94] When a test result indicates system and/or representative performance issues for a specific criterion, KPMG Consulting's methodology is to conduct a retest of all related evaluation criteria, report results, and issue Observations or Exceptions.
[95] When a test result indicates system and/or representative performance issues for a specific criterion, KPMG Consulting's methodology is to conduct a retest of all related evaluation criteria, report results, and issue Observations or Exceptions.
[96] KPMG Consulting excluded 5 CNs from timeliness calculations due to unavailable CNDD.
[97] The SQM-approved standard for FAs prior to August 1, 2001 is 90% within 30 minutes.
[98] KPMG Consulting excluded 6 FA responses from the timeliness calculations due to back-end resource limitations.
[99] KPMG Consulting excluded 4 FA responses from the timeliness calculations due to back–end resource limitations.

Test Reference	Evaluation Criteria	Result	Comments
			conducted from November 26, 2001 through February 27, 2002. KPMG Consulting received FAs within the following timeframes[101]: ♦ 100% (361 of 361) of FAs were received in less than 30 minutes. Due to system performance issues in other evaluation criteria, KPMG Consulting conducted a subsequent test from February 28, 2002 through May 22, 2002[102]. KPMG Consulting received FAs within the following timeframes: ♦ 100% (816 of 816) of FAs were received in less than 30 minutes.[103] See Tables 1-29 through 1-31 for additional transaction details.
TVV1-3-8	BellSouth's TAG interface provides Fully Mechanized (FM) reject/error (REJ/ERR) responses within the agreed upon standard interval.	Satisfied	BellSouth's TAG interface provides FM REJ ERR responses within the agreed upon standard interval. The O-8 SQM standard for FM REJs is 97% received within one hour. During initial testing conducted from March 13, 2001 through November 25, 2001, KPMG Consulting received FM REJs within the following timeframes: 79.64% (219 of 275) of FM REJs were received in less than one hour.[104] KPMG Consulting issued 2nd Amended Exception 54[105]. BellSouth responded that KPMG Consulting did not simultaneously start and re-start the Client Notification Server and Listener, which caused the delay in receipt of response. KPMG Consulting agreed with

[100] SQMs O-8 Reject Interval and O-9 FOC Timeliness changed on August 1, 2001 to reflect a new benchmark for PM responses. KPMG Consulting conducted a full retest of all related evaluation criteria in order to evaluate the new measures.
[101] KPMG Consulting excluded 131 EDI and 51 TAG LSR transactions from the initial testing due to data exchange issues between KPMG Consulting and BellSouth.
[102] When a test result indicates system and/or representative performance issues for a specific criterion, KPMG Consulting's methodology is to conduct a retest of all related evaluation criteria, report results, and issue Observations or Exceptions.
[103] Due to a internal KPMG Consulting mapping issue, KPMG Consulting excluded 1 FA.
[104] KPMG Consulting excluded 9 FM REJs received after the initial FOC response and 27 FM REJs that did not have a FT indicator.
[105] KPMG Consulting issued Exception 54 and Amended Exception 54 using inaccurate FT classifications for the KPMG Consulting test CLEC. Upon clarification of the data from BellSouth and further analysis, 2nd Amended Exception 54 was issued with the corrected FT classifications.

Test Reference	Evaluation Criteria	Result	Comments
			BellSouth, and Exception 54 was closed. Due to changes in the Revised Interim Performance Metrics[106] KPMG Consulting conducted a subsequent test from November 26, 2001 through February 27, 2001, KPMG Consulting received FM REJs within the following timeframes: ♦ 97.44% (38 of 39) of FM REJs were received in less than one hour.[107] KPMG Consulting issued Exception 142. BellSouth responded that the Client Side TAG listener failed to acknowledge responses. KPMG Consulting agreed, and Exception 142 was closed. Due to system performance issues in other evaluation criteria, KPMG Consulting conducted subsequent testing from February 28, 2002 through May 22, 2002[108]. KPMG Consulting received FM REJs within the following timeframes[109]: ♦ 98.68% (75 of 76) of FM REJs were received in less than one hour.[110] See Tables 1-32 through 1-34 for additional transaction details.
TVV1-3-9	BellSouth's TAG interface provides Partially Mechanized (PM) rejects (REJ) responses within the agreed upon standard interval.	Satisfied	BellSouth's TAG interface provides PM REJ responses within the agreed upon standard interval. The O-8 SQM standard for PM REJs is 85% received within 10 hours[111]. During initial testing conducted from March 13, 2001 through November 25, 2001, KPMG

[106] SQMs O-8 Reject Interval and O-9 FOC Timeliness changed on August 1, 2001 to reflect a new benchmark for PM responses. KPMG Consulting conducted a full retest of related evaluation criteria to evaluate the new measures.
[107] KPMG Consulting excluded 3 FM REJs received after the initial FOC response.
[108] When a test result indicates system and/or representative performance issues for a specific criterion, KPMG Consulting's methodology is to conduct a retest of all related evaluation criteria, report results, and issue Observations or Exceptions.
[109] KPMG Consulting excluded 131 EDI and 51 TAG LSR transactions from initial testing due to data exchange issues between KPMG Consulting and BellSouth.
[110] KPMG Consulting excluded 10 FM REJs received after the initial FOC response and 2 FM REJs that did not have FT indicators.
[111] For PM LSRs submitted prior to August 1, 2001 the SQM standard is 85% received within 18 hours. For PM LSRs submitted prior to May 1, 2001 the SQM standard is 85% received within 24 hours.

Test Reference	Evaluation Criteria	Result	Comments
			Consulting received PM REJ within the following timeframes[112]: ♦ 74.90% (185 of 247) of PM REJs were received within 10 hours. KPMG Consulting initiated subsequent testing on November 26, 2001 due to an SQM change for PM REJs[113]. During subsequent testing conducted from November 26, 2001 through February 27, 2002, KPMG Consulting received PM REJs within the following timeframes: ♦ 90.80% (79 of 87) of PM REJs were received in less than 10 hours.[114] KPMG Consulting issued Exception 141. BellSouth indicated that the client side TAG Listener failed to acknowledge responses. KPMG Consulting agreed, and Exception 141 was closed. Due to system performance issues in other evaluation criteria, KPMG Consulting conducted subsequent testing from February 28, 2002 through May 22, 2002[115]. KPMG Consulting received PM REJs within the following timeframes: ♦ 97.94% (95 of 97) of PM REJs were received in less than 10 hours.[116] See Tables 1-35 through 1-37 for additional transaction details.
TVV1-3-10	BellSouth's TAG interface provides Fully Mechanized (FM) Firm Order Confirmation (FOCs) responses within the agreed upon standard interval.	Satisfied	BellSouth's TAG interface provides FM FOCs responses within the agreed upon standard interval. The O-9 SQM standard for FM FOCs is 95% received within three hours. During initial testing conducted from March 13,

[112] Due to an internal KPMG Consulting mapping issue, KPMG Consulting excluded 2 PM REJs, 20 PM REJs received after the initial FOC response and 27 PM REJs that did not have FT indicators.
[113] The interval for PM REJs according to BellSouth OSS testing SQM Plan version 10.6 was 85 percent within 24 hours. On June 1, 2001, BellSouth OSS testing SQM version 3.0 changed the interval to 85 percent within 18 hours on May 1, 2001 and 85% within 10 hours on August 1, 2001.
[114] KPMG Consulting excluded 22 PM REJs received after the initial FOC response.
[115] When a test result indicates system and/or representative performance issues for a specific criterion, KPMG Consulting's methodology is to conduct a retest of all related evaluation criteria, report results, and issue Observations or Exceptions.
[116] KPMG Consulting excluded 33 PM REJs received after the initial FOC response.

Test Reference	Evaluation Criteria	Result	Comments
			2001 through November 25, 2001, KPMG Consulting received FM FOCs within the following timeframes: ♦ 88.61% (599 of 676) of FM FOCs were received within three hours.[117] KPMG Consulting issued Exception 52. BellSouth responded that the Client Side TAG Listener failed to acknowledge responses. KPMG Consulting agreed, and withdrew the exception. Due to changes in the Revised Interim Performance Metrics, KPMG Consulting conducted subsequent testing from November 26, 2001 through February 27, 2002[118]. KPMG Consulting received FM FOCs within the following timeframes: ♦ 98.53% (134 of 136) of FM FOCs were received in less than three hours. Due to system performance issues in other evaluation criteria, KPMG Consulting conducted subsequent testing from February 28, 2002 through May 22, 2002[119]. KPMG Consulting received FM FOCs within the following timeframes[120]: ♦ 98.66% (369 of 374) of FM FOCs were received in less than three hours.[121] See Tables 1-38 through 1-40 for additional transaction details.
TVV1-3-11	BellSouth's TAG interface provides Partially Mechanized (PM) Firm	Satisfied	BellSouth's TAG interface provides PM FOC responses within the agreed upon standard interval.

[117] KPMG Consulting excluded 50 FM FOCs due to unavailable FT indicators.
[118] SQMs O-8 Reject Interval and O-9 FOC Timeliness changed on August 1, 2001 to reflect a new benchmark for PM responses. KPMG Consulting conducted a full retest of all related evaluation criteria in order to evaluate the new measures.
[119] When a test result indicates system and/or representative performance issues for a specific criterion, KPMG Consulting's methodology is to conduct a retest of all related evaluation criteria, report results, and issue Observations or Exceptions.
[120] KPMG Consulting excluded 131 EDI and 51 TAG LSR transactions from initial testing due to data exchange issues between KPMG Consulting and BellSouth.
[121] KPMG Consulting excluded 2 FM FOCs received after the initial REJ response and 30 FM FOCs that did not have a FT indicator.

Test Reference	Evaluation Criteria	Result	Comments
	Order Confirmation (FOC) responses within the agreed upon standard interval.		interval. The O-9 SQM standard for PM FOCs is 85% received within 10 hours[122]. During initial testing conducted from March 13, 2001 through November 25, 2001, KPMG Consulting received PM FOCs within the following timeframes[123]: ♦ 80.50% (331 of 411) of PM FOCs were received within 10 hours. KPMG Consulting conducted subsequent testing beginning November 26, 2001 due to an SQM change for PM FOCs[124]. During subsequent testing conducted from November 26, 2001 through February 27, 2002, KPMG Consulting received PM FOCs within the following timeframes: ♦ 79.80% (79 of 99) of PM FOCs were received in less than 10 hours.[125] KPMG Consulting issued Amended Exception 140[126]. During subsequent testing, it was determined that the TAG interface returned late PM FOCs. BellSouth responded that the LCSC experienced delays in processing orders between December 1, 2001 and December 14, 2001. During subsequent testing conducted from February 28, 2002 through May 22, 2002, KPMG Consulting received PM FOCs within the following timeframes: ♦ 91.18% (217 of 238) of PM FOCs were received in less than 10 hours.[127] Exception 140 was closed. See Tables 1-41 through 1-43 for additional

[122] For PM LSRs submitted prior to August 1, 2001 the SQM standard is 85% received within 18 hours. For PM LSRs submitted prior to May 1, 2001 the SQM standard is 85% received within 24 hours.
[123] KPMG Consulting excluded 1 PM FOC that was received after the initial REJ response and 50 PM FOCs that did not have a FT indicator.
[124] The interval for Partially Mechanized FOC responses according to BellSouth OSS testing SQM version 10.6 was 85% within 24 hours. On June 1, 2001, BellSouth OSS testing SQM version 3.0 changed the interval to 85% within 18 hours on May 1, 2001 and 85% within 10 hours on August 1, 2001.
[125] KPMG Consulting excluded 1 PM FOC received after the initial REJ response.
[126] Due to KPMG Consulting TAG listener and client notification server problems, KPMG Consulting issued Exception 140 with inaccurate timestamps. KPMG Consulting issued Amended Exception 140.
[127] KPMG Consulting excluded 3 PM FOCs received after the initial REJ response and 30 PM FOCs that did not have FT indicators.

Test Reference	Evaluation Criteria	Result	Comments
			transaction details.
TVV1-3-12	BellSouth's TAG interface provides Completion Notifications (CNs) within the agreed upon standard interval.	Satisfied	BellSouth's TAG interface provides CNs within the agreed upon standard interval. The expected interval for CNs is 95% received by 12:00 pm of the business day following the receipt of the provisioning completion date. During initial testing, KPMG Consulting received CNs within the following timeframes: ♦ 79.32% (702 of 885) of CNs were delivered within 1 day of the DD.[128] Due to changes in the Revised Interim Performance Metrics[129], KPMG Consulting conducted subsequent testing from November 26, 2001 through February 27, 2002. KPMG Consulting received CNs within the following timeframes[130] ♦ 94.69% (196 of 207) of CNs were delivered within 1 day of the DD. Due to system performance issues in other evaluation criteria, KPMG Consulting conducted subsequent testing from February 28, 2002 through May 22, 2002[131]. KPMG Consulting received CNs within the following timeframes: ♦ 95.33% (531 of 557) of CNs were delivered within 1 day of the DD. See Tables 1-44 through 1-46 for additional transaction details.
TVV1-3-13	BellSouth's LENS interface provides Fully Mechanized (FM) Firm Order Confirmation (FOC) responses within the agreed upon standard interval.	Satisfied	BellSouth's LENS interface provides FM FOC responses within the agreed upon standard interval. The O-9 SQM standard for FM FOCs is 95% received within three hours. During initial testing conducted from March 13, 2001 through November 25, 2001, KPMG

[128] KPMG Consulting excluded 17 CNs from the timeliness calculations due to unavailable CNDD.
[129] SQMs O-8 Reject Interval and O-9 FOC Timeliness changed on August 1, 2001 to reflect a new benchmark for PM responses. KPMG Consulting conducted a full retest of related evaluation criteria to evaluate the new measures.
[130] KPMG Consulting excluded 131 EDI and 51 TAG LSR transactions from initial testing due to data exchange issues between KPMG Consulting and BellSouth.
[131] When a test result indicates system and/or representative performance issues for a specific criterion, KPMG Consulting's methodology is to conduct a retest of all related evaluation criteria, report results, and issue Observations or Exceptions.

Test Reference	Evaluation Criteria	Result	Comments
			Consulting received FM FOCs within the following timeframes: ♦ 98.37% (121 of 123) of FM FOCs were received within three hours.[132] Due to changes in the Revised Interim Performance Metrics, KPMG Consulting conducted a retest from November 26, 2001 through February 27, 2002[133]. KPMG Consulting received FM FOCs within the following timeframes: ♦ 100% (59 of 59) of FM FOCs were received within three hours. During subsequent testing conducted from February 28, 2002 through May 22, 2002, KPMG Consulting received FM FOCs within the following timeframes: ♦ 99.35% (307 of 309) of FM FOCs were received within three hours.[134] See Tables 1-50 through 1-52 for additional transaction details.
TVV1-3-14	BellSouth's LENS interface provides Partially Mechanized (PM) Firm Order Confirmation (FOC) responses within the agreed upon standard interval.	Satisfied	BellSouth's LENS interface provides PM FOC responses within the agreed upon standard interval. The O-9 SQM standard for PM FOCs is 85% received within 10 hours.[135] During initial testing conducted from March 13, 2001 through November 25, 2001, KPMG Consulting received PM FOCs within the following timeframes[136]: ♦ 88.24% (45 of 51) of PM FOCs were received within 10 hours. KPMG Consulting issued Exception 93. BellSouth responded that KPMG Consulting did

[132] KPMG Consulting excluded 1 FM FOC from timeliness calculations due to LENS timestamp issue and 12 FM FOCs that did not have a FT indicator.
[133] SQMs O-8 Reject Interval and O-9 FOC Timeliness changed on August 1, 2001 to reflect a new benchmark for PM responses. KPMG Consulting conducted a full retest of all related evaluation criteria in order to evaluate the new measures.
[134] KPMG Consulting excluded 13 FM FOCs from timeliness calculations due to LENS timestamp issues.
[135] For PM LSRs submitted prior to August 1, 2001 the SQM standard for PM FOCs is 85% received within 18 hours. For PM LSRs submitted prior to May 1, 2001 the SQM standard for PM FOCs is 85% received within 24 hours.
[136] KPMG Consulting excluded 2 PM FOCs from the timeliness calculations due to LENS timestamp issues and 12 PM FOCs that did not have a FT indicator.

Test Reference	Evaluation Criteria	Result	Comments
			not consider applicable exclusions per the SQM. KPMG Consulting agreed and the exception was withdrawn. KPMG Consulting initiated subsequent testing on November 26, 2001 due to an SQM change for PM FOCs[137]. During subsequent testing conducted from November 26, 2001 through December 14, 2001, KPMG Consulting received PM FOCs within the following timeframes: ♦ 56.25% (9 of 16) of PM FOCs were received in less than 10 hours. KPMG Consulting issued Exception 129 when it was determined that the LENS interface returned late PM FOCs. BellSouth's response to Exception 129 indicated that the LCSC experienced delays in processing orders between December 1, 2001 and December 14, 2001. During subsequent testing conducted from February 28, 2002 through May 22, 2002, KPMG Consulting received PM FOCs within the following timeframes: ♦ 87.80% (36 of 41) of PM FOCs were received in less than 10 hours.[138] Exception 129 was closed. See Tables 1-53 through 1-55 for additional transaction details.
TVV1-3-15	BellSouth's manual order process provides Acknowledgements (ACKs) within the agreed upon standard interval.	Satisfied	BellSouth's manual order process provides ACKs within the agreed upon standard interval. The KPMG Consulting standard is 95% of ACKs received within eight hours.[139] During initial testing conducted from March 13, 2001 through February 27, 2002, KPMG Consulting received ACKs within the following timeframes: ♦ 95.35% (595 of 624) of ACKs were received

[137] The interval for Partially Mechanized Firm Order Confirmations according to BellSouth OSS testing Service Quality Measurement Plan (SQM) version 10.6 was 85% within 24 hours. On June 1, 2001, BellSouth OSS testing SQM version 3.0 changed the interval to 85% within 18 hours on May 1, 2001 and 85% within 10 hours on August 1, 2001.
[138] KPMG Consulting excluded 4 PM FOCs from the timeliness calculations due to LENS timestamp issues.
[139] KPMG Consulting measured Non-Mechanized FAs received via email.

Test Reference	Evaluation Criteria	Result	Comments
			within eight hours. During subsequent testing conducted from February 28, 2002 through May 22, 2002, KPMG Consulting received ACKs within the following timeframes: ♦ 99.41% (168 of 169) of ACKs were received within eight hours. See Tables 1-56 through 1-57 for additional transaction details.
TVV1-3-16	BellSouth's manual order process provides reject (REJ) responses within the agreed upon standard interval.	Not Satisfied	BellSouth's manual order process does not provide REJ responses within the agreed upon standard interval. The O-8 SQM standard for Non-Mechanized REJs is 85% received within 24 hours[140]. During initial testing conducted from March 13, 2001 through February 27, 2002, KPMG Consulting received REJs within the following timeframes: ♦ 86.56% (876 of 1,012) of REJs were received within 24 hours.[141] KPMG Consulting issued Exception 97. BellSouth responded that KPMG Consulting did not consider applicable exclusions. KPMG Consulting agreed, and withdrew the exception. During subsequent testing conducted from February 28, 2002 through May 22, 2002, KPMG Consulting received REJs within the following timeframes. ♦ 83.33% (155 of 186) of Rejects were received within 24 hours.[142] KPMG Consulting issued Exception 161 when it was determined that non-mechanized rejects were returned late. BellSouth responded that O-8 SQM Standard does not apply to orders sent directly to the CRSG. The CRSG Guidelines that provide the Rejection and Clarification Standards for complex products and services are located on the Interconnection Services website. Exception

[140] SQM O-8 included orders sent to the LCSC that receive a REJ, KPMG Consulting applied O-8 to all REJs in lieu of an approved standard.
[141] KPMG Consulting excluded 13 Non-Mechanized REJs due to initial FOC responses and 1 Non-Mechanized FOC due to an inaccurate timestamp.
[142] KPMG Consulting excluded 5 Non-Mechanized REJs received after the initial FOC response.

Test Reference	Evaluation Criteria	Result	Comments
			161 remains open. See Tables 1-58 through 1-59 and Figure 1-4 for additional transaction details.
TVV1-3-17	BellSouth's manual order process provides Firm Order Confirmation (FOC) responses within the agreed upon standard interval.	Satisfied	BellSouth's manual order process provides FOC responses within the agreed upon standard interval. The O-9 SQM standard for Non-Mechanized FOCs is 85% received within 36 hours. During initial testing conducted from March 13, 2001 through February 27, 2002, KPMG Consulting received FOCs within the following timeframes: ♦ 82.75% (235 of 284) of FOCs were received within 36 hours. [143] KPMG Consulting issued Exception 90[144]. This exception states that KPMG Consulting did not receive timely non-mechanized FOCs from BellSouth via fax and electronic mail. BellSouth responded that O-9 SQM does not apply to LSRs submitted to the CRSG. This requires an internal service inquiry. KPMG Consulting should apply O-10 SQM. KPMG Consulting issued 2nd Amended Exception 90 and applied O-9 SQM to LSRs submitted to the CRSG that do not require an internal service inquiry. BellSouth responded that KPMG Consulting should apply the products and services interval guide to LSRs submitted to the CRSG that do not require an internal service inquiry. KPMG Consulting issued 3rd Amended Exception 90 and applied the products and services interval guide to LSRs submitted to the CRSG that do not require an internal service inquiry. BellSouth responded that they would address personnel issues regarding FOC timeliness to prevent future recurrence of the issues identified in the items referenced. During subsequent testing conducted from February 28, 2002 through May 22, 2002, KPMG Consulting received FOCs within the following timeframes[145]: ♦ 93.24% (69 of 74) of FOCs were received

[143] KPMG Consulting excluded 2 Non-Mechanized FOCs received after the initial REJ response.
[144] KPMG Consulting issued Exception 90 and amended the Exception prior to BellSouth's response.
[145] KPMG Consulting applied a standard of 85% of Non-Mechanized FOCs received within 24 hours due to an interval guide change.

Test Reference	Evaluation Criteria	Result	Comments
			within 24 hours. 3rd Amended Exception 90 was closed. See Tables 1-60 through 1-61for additional transaction details.
TVV1-3-18	BellSouth's manual order process provides Completion Notifications (CNs) within the agreed upon standard interval.	Satisfied	BellSouth's manual order process provides CNs within the agreed upon standard interval. The expected interval for CNs is 95% received by 12:00 pm of the business day following the receipt of the provisioning completion date.[146] During initial testing conducted from March 13, 2001 through February 27, 2002, KPMG Consulting received CNs within the following timeframes: ♦ 91.93% (262 of 285) of CNs were delivered within 1 day of the DD.[147] During subsequent testing conducted from February 28, 2002 through May 22, 2002, KPMG Consulting received CNs within the following timeframes: ♦ 97.37% (74 of 76) of CNs were delivered within 1 day of the DD.[148] See Tables 1-62 through 1-63 for additional transaction details.
Order Documentation Review – Functional Evaluation			
TVV1-4-1	BellSouth order documents are accurate and complete.	Satisfied	BellSouth order documents are accurate and complete. During testing from March 13, 2001 through May 15, 2002, KPMG Consulting observed the following issues: ♦ The BBR-LO (Issue 9K) provided ambiguous information on conditional usage notes for the LOCACT field, a conditional field on the EU form when submitted via the TAG interface. KPMG Consulting issued Exception 28. BellSouth updated the documentation to clarify the usage notes of the LOCACT field. KPMG Consulting verified that the documentation was updated and was satisfied that the issue was

[146] Non-Mechanized orders do not receive a CN. In lieu of a CN, KPMG Consulting measured the FOC-DD.
[147] KPMG Consulting excluded 42 Non-Mechanized CNs from timeliness calculations due to unavailable DDs.
[148] KPMG Consulting excluded 1 Non-Mechanized CN due to an inaccurate DD.

Test Reference	Evaluation Criteria	Result	Comments
			addressed. Exception 28 was closed. ♦ The BBR-LO (Issue 9K) provided inconsistent information with the system responses being generated in reference to the "CIC" field, a conditional field on the LSR form. KPMG Consulting issued Exception 32. BellSouth updated the RCO tables for the use of the CIC field on the LSR. KPMG Consulting verified that the documentation was updated and was satisfied that the issue was addressed. Exception 32 was closed. ♦ KPMG Consulting determined that the LENS interface fails to provide for the"LSO" field for Port/Loop request types in the BBR-LO. KPMG Consulting issued Exception 39. BellSouth updated the RCO tables for the LSO field no longer making it a required field for Port/Loop requests. KPMG Consulting verified that the documentation was updated and was satisfied that the issue was addressed. Exception 39 was closed. ♦ KPMG Consulting determined that the BBR-LO (Issue 9L March 28, 2001) contained inconsistent and incomplete instructions necessary for ALECs to access and use BellSouth systems. KPMG Consulting identified six defects with the Business Rules and the Data Element Dictionary and issued Exception 45. BellSouth updated the business rules to address each issue. KPMG Consulting verified that the documentation was updated and was satisfied that the issues were addressed. Exception 45 was closed. ♦ KPMG Consulting determined that the BBR-LO does not accurately define the method for successfully completing a LSR for a DL (REQTYP J) with ACT N or ACT R. KPMG Consulting issued Exception 50. BellSouth updated the Business Rules language to clarify use of the AN field of the DL form. KPMG Consulting verified that the documentation was updated and Exception 50 was closed. ♦ KPMG Consulting determined that the BBR-LO (Issue 9L March 28, 2001) contained inconsistent documentation for ALECs to access and use BellSouth systems. KPMG

Test Reference	Evaluation Criteria	Result	Comments
			Consulting issued Exception 64 to address the four issues. BellSouth updated the Business Rules to address each issue. KPMG Consulting verified that the appropriate updates were made to the documentation and was satisfied that the issue was addressed. Exception 64 was closed. ♦ KPMG Consulting determined that BellSouth's s Unbundled Dedicated Transports EELs CLEC Information Package and BellSouth's Unbundled Dedicated Transports – Non-Switched Combinations CLEC Information Package did not provide consistent information that identifies applicable Network Code (NC) and Secondary Network Code (SECNCI) for loop service requests. KPMG Consulting issued Exception 66. BellSouth updated the documentation to clarify the use of NCs. KPMG Consulting verified the updated document and determined that the issue was addressed. Exception 66 was closed. ♦ BellSouth did not provide an accurate method for assigning the USOC to request BellSouth's Operator Services & Directory Assistance (OS/DA) branding feature. KPMG Consulting issued Exception 69. BellSouth updated the BellSouth CLEC Information Package, Selective Call Routing Using Line Class Codes. KPMG Consulting verified the document update and determined that the issue was addressed. Exception 69 was closed.
Pre-Order Order Integration – Functional Evaluation			
TVV1-5-1	Pre-Order/Order field names and formats are compatible.	Satisfied	Pre-Order/Order field names and formats are compatible. ♦ 100.00% (89 of 89) of pre-order/order integration transactions issued returned expected pre-order and order responses.
Help Desk Functionality – Functional Evaluation			
TVV1-6-1	Information provided by the BellSouth Help Desk is accurate.	Satisfied	Information provided by the BellSouth Help Desk is accurate. BellSouth representatives provide accurate information in response to LSR queries. For assistance with order and pre-order errors,

Test Reference	Evaluation Criteria	Result	Comments
			there are three BellSouth groups that provide help from which KPMG Consulting sought assistance: the Customer Support Manager (CSM), LCSC, and CSRG. During the course of testing, KPMG Consulting raised 132 issues with the CSM, 142 issues with the LCSC, and 16 issues with the CRSG. KPMG Consulting issued Exception 19, which stated that BellSouth's Network Services Customer Services did not provide consistent access to the CSM for CLEC calls. BellSouth responded that the CSM's voice mailbox was full and a single occurrence does not constitute a systematic problem. Each CSM has a backup/counterpart, available when the primary CSM is unavailable. Exception 19 was withdrawn. KPMG Consulting issued Exception 68, which stated that the BellSouth CSM was unable to locate three xDSL orders submitted via EDI for which KPMG Consulting received responses. BellSouth responded that communications between KPMG Consulting and the CSM did not indicate two orders in question were for xDSL service. Once this information was communicated to the CSM, the appropriate xDSL order screens were accessed to view the two orders. KPMG Consulting received an up-front application error for the third order, which cannot be viewed by the CSM. KPMG Consulting subsequently defined service requests by the specific product when calling the LCSC or the CSM regarding active service requests. BellSouth service representatives were able to locate active service requests in the BellSouth systems when identified by product. Exception 68 was closed.
Presence of Pre-Order Functionality – Functional Evaluation			
TVV1-7-1	BellSouth's TAG interface provides system responses to pre-orders.	Satisfied	BellSouth's TAG interface provides system responses to pre-orders. KPMG Consulting applied a benchmark of 99% of system responses are received ♦ 99.84% (5,636 of 5,645) of pre-order requests received system responses.

Test Reference	Evaluation Criteria	Result	Comments
Accuracy of Pre-Order Response[149] – Functional Evaluation			
TVV1-8-1	BellSouth's interfaces provide accurate system responses to pre-orders.	Satisfied	BellSouth's interfaces provide accurate system responses to pre-orders. KPMG Consulting applied a benchmark of 95% of responses are accurately received. ♦ 98.51% (791 of 803) of examined pre-order responses received were accurate.
Timeliness of Pre-Order Response – Functional Evaluation			
TVV1-9-1	BellSouth's TAG interface provides timely responses to pre-order queries that access BellSouth's Regional Street Access Guide – Telephone Number (RSAG-TN) back-end system.	Satisfied	BellSouth's TAG interface provides timely responses to pre-order queries that access BellSouth's RSAG TN back-end system. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds. 143 AVQ_TNs were submitted during initial testing: ♦ The weighted average interval for BellSouth retail RSAG-TN queries was 2.86 seconds during the functional test. ♦ Average interval for receipt of AVQ_TNs was 5.52 seconds. KPMG Consulting conducted subsequent testing due to a BellSouth system fix on July 28, 2001. 257 AVQ_TNs were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail RSAG-TN queries was 2.87 seconds during the functional retest. ♦ Average interval for receipt of AVQ_TNs was 2.83 seconds. 282 AVQs were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail RSAG-ADDR queries was 3.22 seconds during the functional test. ♦ Average interval for receipt of AVQs was

[149] For this criterion, KPMG Consulting defined an accurate response to be a system response that is consistent with the technical specifications for TAG responses and consistent with the transaction type that initiated the response (e.g., a correctly formatted CSRQ received a Customer Service Record response). In the case of error responses, KPMG Consulting verified that these were only received for incorrectly formatted queries. The contents of the response files were evaluated for accuracy on a sample basis only.

Test Reference	Evaluation Criteria	Result	Comments
			5.61 seconds. KPMG Consulting conducted subsequent testing due to a BellSouth system fix on July 28, 2001. 153 AVQs were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail RSAG-ADDR queries was 3.21 seconds during the functional retest. ♦ Average interval for receipt of AVQs was 4.04 seconds. KPMG Consulting conducted subsequent testing due to late AVQ responses on December 21, 2001. 257 AVQs were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail RSAG-ADDR queries was 3.25 seconds[150] during the functional retest. ♦ Average interval for receipt of AVQs was 4.38 seconds. KPMG Consulting conducted subsequent testing due to late AVQ responses on April 5, 2002. 152 AVQs were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail RSAG-ADDR queries was 3.32 seconds[151] during the functional retest. ♦ Average interval for receipt of AVQs was 3.84 seconds. See Tables 1-66 through 1-69 for additional transaction details.
TVV1-9-2	BellSouth's TAG interface provides timely responses to pre-orders that access BellSouth's Direct Order Entry Support Application Program (DSAP) back-end	Satisfied	BellSouth's TAG interface provides timely responses to pre-orders that access BellSouth's DSAP back-end system. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds.

[150] KPMG Consulting used December 2001 through January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002.
[151] KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for April 2002 through May 2002.

Test Reference	Evaluation Criteria	Result	Comments
	system.		199 AAQs were submitted during initial testing: ♦ The weighted average interval for BellSouth retail DSAP queries was 2.64 seconds during the functional test. ♦ Average interval for receipt of AAQs was 1.90 seconds. KPMG Consulting conducted subsequent testing due to a BellSouth system fix on July 28, 2001. 227 AAQs were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail DSAP queries was 2.71 seconds during the functional retest. ♦ Average interval for receipt of AAQ was 2.00 seconds. See Tables 1-66 through 1-67 for additional transaction details.
TVV1-9-3	BellSouth's TAG interface provides timely responses to pre-orders that access BellSouth's Application for Telephone Number Load Administration and Selection (ATLAS) back-end system.	Satisfied	BellSouth's TAG interface provides timely responses to pre-orders that access BellSouth's ATLAS back-end system. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds. 293 TNAQs were submitted during initial testing: ♦ The weighted average interval for BellSouth retail ATLAS queries was 3.37 seconds during the functional test. ♦ Average interval for receipt of TNAQs was 5.17 seconds. KPMG Consulting conducted subsequent testing due to a BellSouth system fix on July 28, 2001. 467 TNAQs were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail RSAG-TN queries was 3.04 seconds during the functional retest. ♦ Average interval for receipt of TNAQs was 2.36 seconds. 162 Telephone Number Availability Query Miscellaneous (TNAQ_MISC) were submitted during subsequent testing: ♦ The weighted average interval for BellSouth

Test Reference	Evaluation Criteria	Result	Comments
			retail ATLAS queries was 3.37 seconds during the functional test. ♦ Average interval for receipt of TNAQ_MISC was 2.49 seconds. KPMG Consulting conducted subsequent testing due to a BellSouth system fix on July 28, 2001. 151 TNAQ_MISC were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail RSAG-TN queries was 2.82 seconds during the functional test. ♦ Average interval for receipt of TNAQ_MISC was 1.93 seconds. 101 Telephone Number Selection Queries (TNSQs) were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail ATLAS queries was 3.48 seconds during the functional test. ♦ Average interval for receipt of TNSQ was 3.06 seconds. KPMG Consulting conducted subsequent testing due to a BellSouth system fix on July 28, 2001. 152 TNSQs were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail RSAG-TN queries was 2.82 seconds during the functional test. ♦ Average interval for receipt of TNSQ was 2.84 seconds. 59 Telephone Number Cancellations (TNCANs) were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail ATLAS queries was 3.99 seconds during the functional test. ♦ Average interval for receipt of TNCAN was 1.27seconds. KPMG Consulting conducted subsequent testing due to a BellSouth system fix on July 28, 2001. 154 TNCANs were submitted during subsequent testing:

Test Reference	Evaluation Criteria	Result	Comments
			♦ The weighted average interval for BellSouth retail RSAG-TN queries was 2.82 seconds during the functional test. ♦ Average interval for receipt of TNCAN was 3.55 seconds. KPMG Consulting conducted subsequent testing due to late TNCAN responses on December 21, 2001. 161 TNCANs were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail RSAG-TN queries was 3.08 seconds during the functional retest. ♦ Average interval for receipt of TNCAN was 2.71 seconds. See Tables 1-66 through 1-68 for additional transaction details.
TVV1-9-4	BellSouth's TAG interface provides timely responses to pre-orders that access BellSouth's Application for Telephone Number Load Administration and Selection Multi Line Hunt (ATLAS_MLH) back-end system.	Satisfied	BellSouth's TAG interface provides timely responses to pre-orders that access BellSouth's ATLAS_MLH back-end system. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds. The OSS-1 SQM reports do not provide retail analog data. Therefore, KPMG Consulting assigned a benchmark that TNCAN-MLH pre-order queries should be received within an average of 10 seconds. ♦ 41 TNCAN-MLH queries submitted during subsequent testing. ♦ Average interval for receipt of TNCAN-MLH was 3.39 seconds. TAG interface provides Telephone Number Availability Query – Multi Line Hunt (TNAQ-MLH) responses within the agreed upon standard interval. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds. The OSS-1 SQM reports do not provide retail analog data. Therefore, KPMG Consulting assigned a benchmark that TNAQ-MLH pre-order queries should be received within an average of 10 seconds. ♦ 37 TNAQ-MLH were submitted during

Test Reference	Evaluation Criteria	Result	Comments
			subsequent testing. ♦ Average interval for receipt of TNAQ -MLH was 3.51 seconds. See Table 1-67 for additional transaction details.
TVV1-9-5	BellSouth's TAG interface provides timely responses to pre-orders that access BellSouth's Application for Telephone Number Load Administration and Selection Direct Inward Dial (ATLAS_DID) back-end system.	Satisfied	BellSouth's TAG interface provides timely responses to pre-orders that access BellSouth's ATLAS_DID back-end system. The OSS-1 SQM (OSS-1) standard for pre-order queries is parity with retail plus two seconds. The OSS-1 SQM reports do not provide retail analog data. Therefore, KPMG Consulting assigned a benchmark that TNAQ-DID pre-order queries should be received within an average of 10 seconds. ♦ 28 TNAQ-DID were submitted during initial testing. ♦ Average interval for receipt of TNAQ-DID was 2.89 seconds. TAG interface provides Telephone Number Cancellation Query-Direct Inward Dial (TCAN-DID) responses within the agreed upon standard interval. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds. The OSS-1 SQM reports do not provide retail analog data. Therefore, KPMG Consulting assigned a benchmark that TNCAN-DID pre-order queries should be received within an average of 10 seconds. ♦ 22 TCAN-DIDs were submitted during subsequent testing. ♦ Average interval for receipt of TCAN-DID was 4.55 seconds. See Table 1-67 for additional transaction details.
TVV1-9-6	BellSouth's TAG interface provides timely responses to Customer Service Record Query (CSRQ) pre-orders that access BellSouth's Customer Record Information System Accounts CRSACCTS back-end system.	Satisfied	BellSouth's TAG interface provides timely responses to CSRQ pre-orders that access BellSouth's CRSACCTS back-end system. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds. 284 CSRQs were submitted during initial testing: ♦ The weighted average interval for BellSouth retail CRSACCTS queries was 1.51 seconds during the functional test.

Test Reference	Evaluation Criteria	Result	Comments
			during the functional test. ♦ Average interval for receipt of CSRQs was 5.12 seconds. KPMG Consulting issued Exception 71. BellSouth implemented a system fix on July 28, 2001. 176 CSRQs were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail CRSACCTS queries was 3.55 seconds during the functional test. ♦ Average interval for receipt of CSRQs was 2.91 seconds. Exception 71 was closed. 228 PCSRQs were submitted during subsequent testing. The OSS-1 SQM reports do not provide retail analog data. Therefore, KPMG Consulting assigned a benchmark that PCSRQ pre-order queries should be received within 10 seconds. ♦ The weighted average interval for BellSouth retail CRSACCTS queries was 9.65 seconds.[152] ♦ Average interval for receipt of PCSRQs was 3.37 seconds. See Tables 1-66 through 1-67 for additional transaction details.
TVV1-9-7	BellSouth's TAG interface provides timely responses to pre-orders that access BellSouth's Obtain Available Services Information Systems (OASIS) back-end system.	Satisfied	BellSouth's TAG interface provides timely responses to pre-orders that access BellSouth's OASIS back-end system. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds. 327 SAQs were submitted during initial testing: ♦ The weighted average interval for BellSouth retail OASISBIG queries was 4.11 seconds during the functional test. ♦ Average interval for receipt of SAQs was 35.41 seconds. KPMG Consulting conducted subsequent testing

[152] KPMG Consulting used January 2002 CRSACCTS data to measure PCSRQ response timeliness due to: 1) the absence of PCSRQ parity data for the months of March 2002 through May 2002; 2) BellSouth CRSACCTS data for March 2002 through May 2002 contained abnormal parity data.

Test Reference	Evaluation Criteria	Result	Comments
			due to a BellSouth system fix on July 28, 2001. 150 SAQs were submitted during subsequent testing: ♦ The weighted average interval for BellSouth retail OASISBIG queries was 4.14 seconds during subsequent testing. ♦ Average interval for receipt of SAQs was 4.43 seconds. See Tables 1-66 through 1-67 for additional transaction details.
TVV1-9-8	BellSouth's TAG interface provides timely responses to Loop Makeup (LMU) pre-orders that access BellSouth's Loop Facilities Assessment and Control System (LFACS) back-end system.	Satisfied	BellSouth's TAG interface provides timely responses to LMU pre-orders that access BellSouth's LFACS back-end system. The PO-1 SQM standard for LMU pre-order queries is 95% received within three business days. 21 LMU-SI were submitted during subsequent testing[153]: ♦ 100.00% of LMU-SI submitted were received within three business days. TAG interface provides Look Makeup-Spare Facilities Inquiry (LMU-SF) responses within the agreed upon standard interval. The PO-2 SQM standard for LMU pre-order queries is 95% received within one minute.[154] 122 LMU-SF were submitted during subsequent testing: ♦ 95.90% of LMU-SF submitted were received within one minute. ♦ Average interval for receipt of LMU-SF was 21.25 seconds. KPMG Consulting conducted subsequent testing due to a BellSouth system fix on July 28, 2001. 195 LMU-SFs were submitted during subsequent testing: ♦ 98.97% of LMU-SF submitted were received within one minute.

[153] KPMG Consulting was unable to obtain LMU-SI timestamps via email or fax. BellSouth personnel provided all LMU-SI timestamps used for calculating PO-1 SQM.
[154] The SQM standard for LMU pre-order queries prior to August 1, 2001 was 90% within 5 minutes.

Test Reference	Evaluation Criteria	Result	Comments
			♦ Average interval for receipt of LMU-SF was 23.32 seconds. KPMG Consulting determined that the TAG interface provides Look Makeup-Working Loop (LMU-WL) responses within the agreed upon standard interval. 11 LMU-WLs were submitted during subsequent testing: ♦ 100% of LMU-WL submitted were received within one minute. ♦ Average interval for receipt of LMU-WL was 10.27 seconds. KPMG Consulting conducted subsequent testing due to a BellSouth system fix on July 28, 2001. 177 LMU-WLs were submitted during subsequent testing: ♦ 98.31% of LMU-WL submitted were received within one minute. ♦ Average interval for receipt of LMU-WL was 25.12 seconds. KPMG Consulting determined that the TAG interface provides Loop Reservation Cancellation Request Query (LRCRQ) responses within the agreed upon standard interval. 30 LRCRQs were submitted during subsequent testing: ♦ 100% of LRCRQ submitted were received within one minute. ♦ Average interval for receipt of LRCRQ was 12.23 seconds. KPMG Consulting conducted subsequent testing due to a BellSouth system fix on July 28, 2001. 156 LRCRQs were submitted during subsequent testing: ♦ 98.72% of LRCRQ submitted were received within one minute. ♦ Average interval for receipt of LRCRQ was 19.33 seconds. KPMG Consulting determined that the TAG interface provides Loop Reservation Request Query (LRRQ) responses within the agreed upon

Test Reference	Evaluation Criteria	Result	Comments
			standard interval. 66 LRRQs were submitted during subsequent testing: ♦ 100% of LRRQ submitted were received within one minute. ♦ Average interval for receipt of LRRQ was 19.42 seconds. KPMG Consulting conducted subsequent testing due to a BellSouth system fix on July 28, 2001. 225 LRRQs were submitted during subsequent testing: ♦ 98.67% of LRRQ submitted were received within one minute. ♦ Average interval for receipt of LRRQ was 22.19 seconds. See Tables 1-66 through 1-67 for additional transaction details.

4.2 Additional Data

The Additional Data section consists of a collection of tables that provide a more detailed view of the data summarized in the Evaluation Criteria Comments in Section 4.1.

KPMG Consulting applied the following standards to the data in the tables contained in Section 4.2:

- A FM response occurs when an electronically submitted LSR receives a clarification generated by BellSouth systems with no manual intervention. FM responses include Fatal Rejects and Auto Clarifications and FOCs.
- A PM response occurs when an electronically submitted LSR fallout for manual handling and receives either a clarification or FOC generated by a BellSouth representative. PM responses include LCSC issued clarifications and FOCs.
- Results are based on the actual performance of LSRs submitted by KPMG Consulting. KPMG Consulting determined that a clarification was FM or Partially/Non-Mechanized by analyzing BellSouth backend system data provided to KPMG Consulting's Flow-Through Evaluation Team. KPMG Consulting validated the BellSouth provided data against the KPMG Consulting obtained data for consistency in FM/PM classification.
- Calculations are based on business days (i.e., weekends and BellSouth holidays are not counted).
- The disaggregated breakdown of Clarification and FOC timeliness reflects the FPSC's desegregation levels outlined in the June 1, 2001 test specific SQMs.
- Totals may not equal 100% due to rounding.

Table 1-8: March 13, 2001 – November 25, 2001 EDI Functional Acknowledgements (ACK) Timeliness

Product Type	Number of ACKs Received	Number of On-Time ACK Received	No./Percentage of ACKs Received On Time	SQM Benchmark
Resale Business	323	313	96.90%	95% within 30 minutes
Resale Residence	252	233	92.46%	
UNE-Loop	952	926	97.27%	
UNE-P	708	689	97.32%	
Total	2,235	2,161	96.69%	

Table 1-9: November 26, 2001 – February 27, 2002 EDI Functional Acknowledgements (ACK) Timeliness

Product Type	Number of ACKs Received	Number of On-Time ACK Received	No./Percentage of ACKs Received On Time	SQM Benchmark
Resale Business	90	86	95.56%	95% within 30 minutes
Resale Residence	95	95	100.00%	
UNE-Loop	330	329	99.70%	
UNE-P	278	278	100.00%	
Total	793	788	99.37%	

Table 1-10: February 28, 2002 – May 22, 2002 EDI Functional Acknowledgements (ACK) Timeliness

Product Type	Number of ACKs Received	Number of On-Time ACK Received	No./Percentage of ACKs Received On Time	SQM Benchmark
Resale Business	124	124	100.00%	95% within 30 minutes
Resale Residence	119	119	100.00%	
UNE-Loop	347	346	99.71%	
UNE-P	258	258	100.00%	
Total	848	847	99.88%	

Table 1-11: March 13, 2001 – November 25, 2001 EDI Reject Timeliness, Fully Mechanized

Product Type	Number of Rejects Received	Number of On-Time Rejects Received	Number/Percentage of Rejects Received On Time	SQM Benchmark
Resale Business	129	122	94.57%	97% within 1 hour
Resale Residence	67	66	98.51%	
UNE-Loop	361	334	92.52%	
UNE-P	202	195	96.53%	
Total	759	717	94.47%	

Table 1-12: November 26, 2001 – February 27, 2002 EDI Reject Timeliness, Fully Mechanized

Product Type	Number of Rejects Received	Number of On-Time Rejects Received	No./Percentage of Rejects Received On Time	SQM Benchmark
Resale Business	25	25	100.00%	97% within 1 hour
Resale Residence	20	19	95.00%	
UNE-Loop	94	91	96.81%	
UNE-P	81	80	98.77%	
Total	220	215	97.73%	

Table 1-13: February 28, 2002 – May 22, 2002 EDI Reject Timeliness Fully Mechanized

Product Type	Number of Rejects Received	Number of On-Time Rejects Received	Number/Percentage of Rejects Received On Time	SQM Benchmark
Resale Business	16	16	100.00%	97% within 1 hour
Resale Residence	16	16	100.00%	
UNE-Loop	88	86	97.73%	
UNE-P	43	42	97.67%	
Total	163	160	98.16%	

Table 1-14: March 13, 2001 – November 25, 2001 EDI Reject Timeliness, Partially Mechanized

Product Type	Total	<= 10 hrs	% within 10 hrs	<= 18 hrs	% within 18 hrs	<= 24 hrs	% within 24 hrs	SQM Benchmark
Resale Business	41	39	95.12%	41	100%	41	100.00%	85% within 24 hours – prior to 5/1/2001 85% within 18 hours – 5/1/2001-7/31/2001 85% within 10 hours – 8/1/2001-present
Resale Residence	42	16	38.10%	35	83.33%	39	92.86%	
UNE-Loop	110	97	88.18%	110	100%	110	100.00%	
UNE-P	79	69	87.34%	79	100%	79	100.00%	
Total	272	221	81.25%	265	97.43%	269	98.90%	

Table 1-15: November 26, 2001 – February 27, 2002 EDI Reject Timeliness, Partially Mechanized

Product Type	Number of Rejects Received	Number of On-Time Rejects Received	No./Percentage of Rejects Received On Time	SQM Benchmark
Resale Business	5	5	100.00%	85% within 10 hours
Resale Residence	13	7	53.85%	
UNE-Loop	72	58	80.56%	
UNE-P	38	38	100.00%	
Total	128	108	84.38%	

Table 1-16: February 28, 2002 – May 22, 2002 EDI Reject Timeliness, Partially Mechanized

Product Type	Number of Rejects Received	Number of On-Time Rejects Received	Number/Percentage of Rejects Received On Time	SQM Benchmark
Resale Business	25	24	96.00%	85% within 10 hours
Resale Residence	9	8	88.89%	
UNE-Loop	30	30	100.00%	
UNE-P	38	38	100.00%	
Total	102	100	98.04%	

Table 1-17: March 13, 2001 – November 25, 2001 EDI Firm Order Confirmation (FOC) Timeliness, Fully Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No./Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	83	76	91.57%	95% within 3 hours
Resale Residence	94	86	91.49%	
UNE-Loop	227	205	90.31%	
UNE-P	230	222	96.52%	
Total	634	589	92.90%	

Table 1-18: November 26, 2001 – February 27, 2002 EDI Firm Order Confirmation (FOC) Timeliness, Fully Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No./Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	39	39	100.00%	95% within 3 hours
Resale Residence	48	47	97.92%	
UNE-Loop	99	97	97.98%	
UNE-P	80	80	100.00%	
Total	266	263	98.87%	

Table 1-19: February 28, 2002 – May 22, 2002 EDI Firm Order Confirmation (FOC) Timeliness, Fully Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No. Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	41	40	97.56%	95% within 3 hours
Resale Residence	70	70	100.00%	
UNE-Loop	149	140	93.96%	
UNE-P	116	115	99.14%	
Total	376	365	97.07%	

Table 1-20: March 13, 2001 – November 25, 2001 EDI Firm Order Confirmation (FOC) Timeliness, Partially Mechanized

Product Type	Total	<= 10 hrs	% within 10 hrs	<= 18 hrs	% within 18 hrs	<= 24 hrs	% within 24 hrs	SQM Benchmark
Resale Business	65	60	92.31%	65	100.00%	65	100.00%	85% within 24 hours – prior to 5/1/2001 85% within 18 hours – 5/1/2001-7/31/2001 85% within 10 hours – 8/1/2001-present
Resale Residence	48	37	77.08%	46	95.83%	47	97.92%	
UNE-Loop	194	182	93.81%	187	96.39%	191	98.45%	
UNE-P	147	139	94.56%	145	98.64%	147	100.00%	
Total	454	418	92.07%	443	97.58%	450	99.12%	

Table 1-21: November 26, 2001 – February 27, 2002 EDI Firm Order Confirmation (FOC) Timeliness, Partially Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No. Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	21	13	61.90%	85% within 10 hours
Resale Residence	13	6	46.15%	
UNE-Loop	67	49	73.13%	
UNE-P	79	67	84.81%	
Total	180	135	75.00%	

Table 1-22: February 28, 2002 – May 22, 2002 EDI Firm Order Confirmation (FOC) Timeliness, Partially Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No. Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	37	35	94.59%	85% within 10 hours
Resale Residence	24	20	83.33%	
UNE-Loop	78	70	89.74%	
UNE-P	59	58	98.31%	
Total	198	183	92.42%	

Table 1-23: March 13, 2001 – November 25, 2001 EDI Completion Notice Due Date (CN DD) vs. Completion Notification Delivery Date

	TOTAL		Product Delivery Analysis								
	CNs Received	% Of Total CNs	No. Of Loops	Loops as a % of CNs Received[2]	% Of Total Loops	No. Of Resale	Resale as a % of CNs Received[2]	% Of Total Resale	No. Of Combos	Combos as a % of CNs Received	% Of Total Combos
CN Date Received = CN DD	834	90.46%	243	26.36%	86.17%	258	27.98 %	90.21%	333	36.12%	94.07%
CN Date Received = CN DD + 1 day	37	4.01%	14	1.52%	4.96%	14	1.52%	4.90%	9	0.98%	2.54%
CN Date Received = CN DD + 2 days	22	2.39%	15	1.63%	5.32%	2	0.22%	0.70%	5	0.54%	1.41%
CN Date Received = CN DD + 3-5 days	18	1.95%	8	0.87%	2.84%	8	0.87%	2.80%	2	0.22%	0.56%
CN Date Received = CN DD + >=6 days	11	1.19%	2	0.22%	0.71%	4	0.43%	1.40%	5	0.54%	1.41%
TOTAL	**922**	**100.00%**	**282**		**100.00%**	**286**		**100.00%**	**354**		**100.00%**

Table 1-24: November 26, 2001 – February 27, 2002 EDI Completion Notice Due Date (CN DD) vs. Completion Notification Delivery Date

	TOTAL		Product Delivery Analysis								
	CNs Received	% Of Total CNs	No. Of Loops	Loops as a % of CNs Received	% Of Total Loops	No. Of Resale	Resale as a % of CNs Received	% Of Total Resale	No. Of Combos	Combos as a % of CNs Received	% Of Total Combos
CN Date Received = CN DD	312	88.90%	89	25.36%	74.79%	102	29.06%	95.33%	121	34.47%	96.80%
CN Date Received = CN DD + 1 day	14	3.99%	8	2.28%	6.72%	5	1.42%	4.67%	1	0.28%	0.80%
CN Date Received = CN DD + 2 days	14	3.99%	13	3.70%	10.92%	0	0.00%	0.00%	1	0.28%	0.80%
CN Date Received = CN DD + 3-5 days	3	0.85%	3	0.85%	2.52%	0	0.00%	0.00%	0	0.00%	0.00%
CN Date Received = CN DD + >=6 days	8	2.28%	6	1.71%	5.04%	0	0.00%	0.00%	2	0.57%	1.60%
TOTAL	**351**	**100.00%**	**119**		**100.00%**	**107**		**100.00%**	**125**		**100.00%**

Table 1-25: February 28, 2002 – May 22, 2002 EDI Completion Notice Due Date (CN DD) vs. Completion Notification Delivery Date

	TOTAL		Product Delivery Analysis								
	CNs Received	% Of Total CNs	No. Of Loops	Loops as a % of CNs Received	% Of Total Loops	No. Of Resale	Resale as a % of CNs Received	% Of Total Resale	No. Of Combos	Combos as a % of CNs Received	% Of Total Combos
CN Date Received = CN DD	441	92.07%	125	26.10%	79.62%	156	32.57%	98.11%	160	33.40%	98.16%
CN Date Received = CN DD + 1 day	15	3.13%	13	2.71%	8.28%	1	0.21%	0.63%	1	0.21%	0.61%
CN Date Received = CN DD + 2 days	15	3.13%	15	3.13%	9.55%	0	0.00%	0.00%	0	0.00%	0.00%
CN Date Received = CN DD + 3-5 days	7	1.46%	3	0.63%	1.91%	2	0.42%	1.26%	2	0.42%	1.23%
CN Date Received = CN DD + >=6 days	1	0.21%	1	0.21%	0.64%	0	0.00%	0.00%	0	0.00%	0.00%
TOTAL	**479**	**100.00%**	**157**		**100.00%**	**159**		**100.00%**	**163**		**100.00%**

Table 1-26: March 13, 2001 – November 25, 2001 EDI Desired Due Date from KPMG Consulting's Local Service Request (LSR DDD) vs. Committed Due Date from BellSouth's Firm Order Confirmation (FOC DD)

		Total		Delivery Method Analysis					
		Number	Percent	Loops	% Loops	Combos	% Combos	Resale	% Resale
LSR DDD = FOC DD		863	75.70%	363	82.88%	335	83.13%	165	55.18%
LSR DDD not =FOC DD	277	24.30%		75	17.12%	68	16.87%	134	44.82%
Total		**1140**	**100.00%**	**438**	**100.00%**	**403**	**100.00%**	**299**	**100.00%**
Distribution of Earlier Due Dates									
DD = DDD - 1 day		10	50.00%	1	33.33%	8	61.54%	1	25.00%
DD = DDD - 2 days		1	5.00%	0	0.00%	0	0.00%	1	25.00%
DD = DDD - 3-5 days		5	25.00%	2	66.67%	3	23.08%	0	0.00%
DD = DDD - >=6 days		4	20.00%	0	0.00%	2	15.38%	2	50.00%
Total Earlier (DD before DDD)		**20**	**100.00%**	**3**	**100.00%**	**13**	**100.00%**	**4**	**100.00%**
Distribution of Later Due Dates									
DD = DDD + 1 day		138	53.70%	39	54.17%	33	60.00%	66	50.77%
DD = DDD + 2 days		34	13.23%	12	16.67%	6	10.91%	16	12.31%
DD = DDD + 3-5 days		73	28.40%	15	20.83%	16	29.09%	42	32.31%
DD = DDD + >=6 days		12	4.67%	6	8.33%	0	0.00%	6	4.62%
Total Later (DD after DDD)		**257**	**100.00%**	**72**	**100.00%**	**55**	**100.00%**	**130**	**100.00%**

Notes:

1. KPMG Consulting's LSR orders with desired due dates that precede the standard interval for the order type, as documented in BellSouth's *Product and Services Interval Guide*, were excluded from the test.

Table 1-27: November 26, 2001 – February 27, 2002 EDI Desired Due Date from KPMG Consulting's Local Service Request (LSR DDD) vs. Committed Due Date from BellSouth's Firm Order Confirmation (FOC DD)

	Total		Delivery Method Analysis					
	Number	Percent	Loops	% Loops	Combos	% Combos	Resale	% Resale
LSR DDD = FOC DD	315	70.00%	93	55.69%	131	81.37%	91	74.59%
LSR DDD not =FOC DD	135	30.00%	74	44.31%	30	18.63%	31	25.41%
Total	**450**	**100.00%**	**167**	**100.00%**	**161**	**100.00%**	**122**	**100.00%**
Distribution of Earlier Due Dates								
DD = DDD - 1 day	7	38.88%	1	25.00%	5	83.33%	1	12.50%
DD = DDD - 2 days	1	5.55%	0	0.00%	1	16.67%	0	0.00%
DD = DDD - 3-5 days	8	44.44%	3	75.00%	0	0.00%	5	62.50%
DD = DDD - >=6 days	2	11.11%	0	0.00%	0	0.00%	2	25.00%
Total Earlier (DD before DDD)	**18**	**100.00%**	**4**	**100.00%**	**6**	**100.00%**	**8**	**100.00%**
Distribution of Later Due Dates								
DD = DDD + 1 day	46	39.31%	21	30.00%	15	62.50%	10	43.48%
DD = DDD + 2 days	33	28.20%	22	31.43%	7	29.17%	4	17.39%
DD = DDD + 3-5 days	20	17.09%	13	18.57%	2	8.33%	5	21.74%
DD = DDD + >=6 days	18	15.38%	14	20.00%	0	0.00%	4	17.39%
Total Later (DD after DDD)	**117**	**100.00%**	**70**	**100.00%**	**24**	**100.00%**	**23**	**100.00%**

Notes:

1. Test results reflect data from November 26, 2001 through February 27, 2002.
2. KPMG Consulting's LSR orders with desired due dates that precede the standard interval for the order type, as documented in BellSouth's *Product and Services Interval Guide*, were excluded from the test.

Table 1-28: February 28, 2002 – May 22, 2002 EDI Desired Due Date from KPMG Consulting's Local Service Request (LSR DDD) vs. Committed Due Date from BellSouth's Firm Order Confirmation (FOC DD)

	Total		Delivery Method Analysis					
	Number	**Percent**	**Loops**	**% Loops**	**Combos**	**% Combos**	**Resale**	**% Resale**
LSR DDD = FOC DD	421	73.09%	153	66.81%	136	77.71%	132	76.74%
LSR DDD not = FOC DD	155	26.91%	76	33.19%	39	22.29%	40	23.26%
Total	**576**	**100.00%**	**229**	**100.00%**	**175**	**100.00%**	**172**	**100.00%**
Distribution of Earlier Due Dates								
DD = DDD - 1 day	4	50.00%	2	50.00%	0	0.00%	2	100.00%
DD = DDD - 2 days	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DD = DDD - 3-5 days	2	25.00%	2	50.00%	0	0.00%	0	0.00%
DD = DDD - >=6 days	2	20.00%	0	0.00%	2	100.00%	0	0.00%
Total Earlier (DD before DDD)	**8**	**100.00%**	**4**	**100.00%**	**2**	**100.00%**	**2**	**100.00%**
Distribution of Later Due Dates								
DD = DDD + 1 day	84	57.14%	37	51.39%	18	48.65%	29	76.32%
DD = DDD + 2 days	28	19.05%	22	30.56%	1	2.70%	5	13.16%
DD = DDD + 3-5 days	28	19.05%	7	9.72%	18	48.65%	3	7.89%
DD = DDD + >=6 days	7	4.76%	6	8.33%	0	0.00%	1	2.63%
Total Later (DD after DDD)	**147**	**100.00%**	**72**	**100.00%**	**37**	**100.00%**	**38**	**100.00%**

Notes:

1. KPMG Consulting's LSR orders with desired due dates that precede the standard interval for the order type, as documented in BellSouth's *Product and Services Interval Guide*, were excluded from the test.

Table 1-29: March 13, 2001 – November 25, 2001 TAG Functional Acknowledgements (ACK) Timeliness

Product Type	Number of ACKs Received	Number of On-Time ACK Received	No. Percentage of ACKs Received On Time	SQM Benchmark
Resale Business	224	224	100.00%	95% within 30 minutes
Resale Residence	248	248	100.00%	
UNE-Loop	609	609	100.00%	
UNE-P	616	616	100.00%	
Total	1,697	1,697	100.00%	

Table 1-30: November 26, 2001 – February 27, 2002 TAG Functional Acknowledgements (ACK) Timeliness

Product Type	Number of ACKs Received	Number of On-Time ACK Received	No. Percentage of ACKs Received On Time	SQM Benchmark
Resale Business	56	56	100.00%	95% within 30 minutes
Resale Residence	27	27	100.00%	
UNE-Loop	113	113	100.00%	
UNE-P	165	165	100.00%	
Total	361	361	100.00%	

Table 1-31: February 28, 2002 – May 22, 2002 TAG Functional Acknowledgements (ACK) Timeliness

Product Type	Number of ACKs Received	Number of On-Time ACK Received	No. Percentage of ACKs Received On Time	SQM Benchmark
Resale Business	188	188	100.00%	95% within 30 minutes
Resale Residence	92	92	100.00%	
UNE-Loop	318	318	100.00%	
UNE-P	218	218	100.00%	
Total	816	816	100.00%	

Table 1-32: March 13, 2001 – November 25, 2001 TAG Reject Timeliness, Fully Mechanized

Product Type	Number of Rejects Received	Number of On-Time Rejects Received	No. Percentage of Rejects Received On Time	SQM Benchmark
Resale Business	32	30	93.75%	97% within 1 hour
Resale Residence	41	31	75.61%	
UNE-Loop	108	88	81.48%	
UNE-P	94	70	74.47%	
Total	275	219	79.64%	

Table 1-33: November 26, 2001 – February 27, 2002 TAG Reject Timeliness, Fully Mechanized

Product Type	Number of Rejects Received	Number of On-Time Rejects Received	No. Percentage of Rejects Received On Time	SQM Benchmark
Resale Business	8	7	87.50%	97% within 1 hour
Resale Residence	2	2	100.00%	
UNE-Loop	20	20	100.00%	
UNE-P	9	9	100.00%	
Total	39	38	97.44%	

Table 1-34: February 28, 2002 – May 22, 2002 TAG Reject Timeliness Fully Mechanized

Product Type	Number of Rejects Received	Number of On-Time Rejects Received	No. Percentage of Rejects Received On Time	SQM Benchmark
Resale Business	20	20	100.00%	97% within 1 hour
Resale Residence	8	8	100.00%	
UNE-Loop	39	38	97.44%	
UNE-P	9	9	100.00%	
Total	76	75	98.68%	

Table 1-35: March 13, 2001 – November 25, 2001 TAG Reject Timeliness, Partially Mechanized

Product Type	Total	<= 10 hrs	% within 10 hrs	<= 18 hrs	% within 18 hrs	<= 24 hrs	% within 24 hrs	SQM Benchmark
Resale Business	39	31	79.49%	35	89.74%	39	100.00%	85% within 24 hours – prior to 5/1/2001 85% within 18 hours – 5/1/2001-7/31/2001 85% within 10 hours – 8/1/2001-present
Resale Residence	55	26	47.27%	50	90.91%	52	94.55%	
UNE-Loop	56	45	80.36%	55	98.21%	56	100.00%	
UNE-P	97	83	85.57%	96	98.97%	97	100.00%	
Total	247	185	74.90%	236	95.55%	244	98.79%	

Table 1-36: November 26, 2001 – February 27, 2002 TAG Reject Timeliness, Partially Mechanized

Product Type	Number of Rejects Received	Number of On-Time Rejects Received	No.Percentage of Rejects Received On Time	SQM Benchmark
Resale Business	15	12	80.00%	85% within 10 hours
Resale Residence	5	5	100.00%	
UNE-Loop	18	17	94.44%	
UNE-P	49	45	91.84%	
Total	87	79	90.80%	

Table 1-37: February 28, 2002 – May 22, 2002 TAG Reject Timeliness, Partially Mechanized

Product Type	Number of Rejects Received	Number of On-Time Rejects Received	No.Percentage of Rejects Received On Time	SQM Benchmark
Resale Business	42	41	97.62%	85% within 10 hours
Resale Residence	6	6	100.00%	
UNE-Loop	25	24	96.00%	
UNE-P	24	24	100.00%	
Total	97	95	97.94%	

Table 1-38: March 13, 2001 – November 25, 2001 TAG Firm Order Confirmation (FOC) Timeliness, Fully Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No.Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	89	77	86.52%	95% within 3 hours
Resale Residence	89	79	88.76%	
UNE-Loop	240	225	93.75%	
UNE-P	258	218	84.50%	
Total	676	599	88.61%	

Table 1-39: November 26, 2001 – February 27, 2002 TAG Firm Order Confirmation (FOC) Timeliness, Fully Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No.Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	11	10	90.91%	95% within 3 hours
Resale Residence	16	16	100.00%	
UNE-Loop	51	50	98.04%	
UNE-P	58	58	100.00%	
Total	136	134	98.53%	

Table 1-40: February 28, 2002 – May 22, 2002 TAG Firm Order Confirmation (FOC) Timeliness, Fully Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No.Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	56	56	100.00%	95% within 3 hours
Resale Residence	56	56	100.00%	
UNE-Loop	120	116	96.67%	
UNE-P	142	141	99.30%	
Total	374	369	98.66%	

Table 1-41: March 13, 2001 – November 25, 2001 TAG Firm Order Confirmation (FOC) Timeliness, Partially Mechanized

Product Type	Total	<= 10 hrs	% within 10 hrs	<= 18 hrs	% within 18 hrs	<= 24 hrs	% within 24 hrs	SQM Benchmark
Resale Business	61	48	78.69%	49	80.33%	55	90.16%	85% within 24 hours – prior to 5/1/2001 85% within 18 hours – 5/1/2001-7/31/2001 85% within 10 hours – 8/1/2001-present
Resale Residence	60	36	60.00%	57	95.00%	60	100.00%	
UNE-Loop	162	139	85.80%	155	95.68%	157	96.91%	
UNE-P	128	108	84.38%	123	96.09%	125	97.66%	
Total	411	331	80.54%	384	93.43%	397	96.59%	

Table 1-42: November 26, 2001 – February 27, 2002 TAG Firm Order Confirmation (FOC) Timeliness, Partially Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No.Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	24	19	79.17%	85% within 10 hours
Resale Residence	4	2	50.00%	
UNE-Loop	22	19	86.36%	
UNE-P	49	39	79.59%	
Total	99	79	79.80%	

Table 1-43: February 28, 2002 – May 22, 2002 TAG Firm Order Confirmation (FOC) Timeliness, Partially Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No.Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	70	59	84.29%	85% within 10 hours
Resale Residence	22	17	77.27%	
UNE-Loop	104	99	95.19%	
UNE-P	42	42	100.00%	
Total	238	217	91.18%	

Table 1-44: March 13, 2001 – November 25, 2001 TAG Completion Notice Due Date (CN DD) vs. Completion Notification Delivery Date

	TOTAL		Product Delivery Analysis								
	CNs Received	% Of Total CNs	No. Of Loops	Loops as a % of CNs Received	% Of Total Loops	No. Of Resale	Resale as a % of CNs Received	% Of Total Resale	No. Of Combos	Combos as a % of CNs Received	% Of Total Combos
CN Date Received = CN DD	606	68.47%	227	25.65%	83.46%	146	16.50%	56.81%	233	26.33%	65.45%
CN Date Received = CN DD + 1 day	96	10.85%	14	1.58%	5.15%	41	4.63%	15.95%	41	4.63%	11.52%
CN Date Received = CN DD + 2 days	60	6.78%	11	1,24%	4.04%	17	1.92%	6.61%	32	3.62%	8.99%
CN Date Received = CN DD + 3-5 days	115	12.99%	17	1.92%	6.25%	53	5.90%	20.62%	45	5.08%	12.64%
CN Date Received = CN DD + >=6 days	8	0.90%	3	0.34%	1.10%	0	0.00%	0.00%	5	0.56%	1.40%
TOTAL	**885**	**100%**	**272**		**100.00%**	**257**		**100.00%**	**356**		**100.00%**

Table 1-45: November 26, 2001 – February 27, 2002 TAG Completion Notice Due Date (CN DD) vs. Completion Notification Delivery Date

	TOTAL		Product Delivery Analysis								
	CNs Received	% Of Total CNs	No. Of Loops	Loops as a % of CNs Received	% Of Total Loops	No. Of Resale	Resale as a % of CNs Received	% Of Total Resale	No. Of Combos	Combos as a % of CNs Received	% Of Total Combos
CN Date Received = CN DD	165	79.71%	43	20.77%	72.88%	49	23.67%	90.74%	73	35.27%	77.66%
CN Date Received = CN DD + 1 day	31	14.98%	9	4.35%	15.25%	4	1.93%	7.41%	18	8.70%	19.15%
CN Date Received = CN DD + 2 days	4	1.93%	2	0.97%	3.39%	0	0.00%	0.00%	2	0.97%	2.13%
CN Date Received = CN DD + 3-5 days	5	2.42%	3	1.45%	5.08%	1	0.48%	1.85%	1	0.48%	1.06%
CN Date Received = CN DD + >=6 days	2	0.97%	2	0.97%	3.39%	0	0.00%	0.00%	0	0.00%	0.00%
TOTAL	**207**	**100%**	**59**		**100.00%**	**54**		**100.00%**	**94**		**100.00%**

Table 1-46: February 28, 2002 – May 22, 2002 TAG Completion Notice Due Date (CN DD) vs. Completion Notification Delivery Date

	TOTAL		Product Delivery Analysis								
	CNs Received	% Of Total CNs	No. Of Loops	Loops as a % of CNs Received	% Of Total Loops	No. Of Resale	Resale as a % of CNs Received	% Of Total Resale	No. Of Combos	Combos as a % of CNs Received	% Of Total Combos
CN Date Received = CN DD	518	93.00%	146	26.21%	83.43%	200	35.91%	98.52%	172	30.88%	96.09%
CN Date Received = CN DD + 1 day	13	2.33%	8	1.44%	4.57%	0	0.00%	0.00%	5	0.90%	2.79%
CN Date Received = CN DD + 2 days	18	3.23%	14	2.51%	8.00%	2	0.36%	0.99%	2	0.36%	1.12%
CN Date Received = CN DD + 3-5 days	8	1.44%	7	1.26%	4.00%	1	0.18%	0.49%	0	0.00%	0.00%
CN Date Received = CN DD + >=6 days	0	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	0	0.00%	0.00%
TOTAL	**557**	**100%**	**175**		**100.00%**	**203**		**100.00%**	**179**		**100.00%**

Table 1-47: March 13, 2001 – November 25, 2001 TAG Desired Due Date from KPMG Consulting Local Service Request (LSR DDD) vs. Committed Due Date from BellSouth's Firm Order Confirmation (FOC DD)

	Total		Delivery Method Analysis					
	Number	Percent	Loops	% Loops	Combos	% Combos	Resale	%Resale
LSR DDD = FOC DD	976	85.84%	380	90.48%	225	74.01%	371	89.83%
LSR DDD not = FOC DD	161	14.16%	40	9.52%	79	25.99%	42	10.17%
Total	1,137	100.00%	420	100.00%	304	100.00%	413	100.00%
Distribution of Earlier Due Dates								
DD = DDD - 1 day	8	32.00%	3	33.33%	2	50.00%	3	25.00%
DD = DDD - 2 days	0	0.00%	0	0.00%	0	0.00%	0	0
DD = DDD - 3-5 days	8	32.00%	1	11.11%	2	50.00%	5	41.67%
DD = DDD - >=6 days	9	36.00%	5	55.56%	0	0.00%	4	33.33%
Total Earlier (DD before DDD)	25	100.00%	9	100.00%	4	100.00%	12	100.00%
Distribution of Later Due Dates								
DD = DDD + 1 day	67	49.26%	14	45.16%	43	57.33%	10	33.33%
DD = DDD + 2 days	8	5.88%	1	3.23%	6	8.00%	1	3.33%
DD = DDD + 3-5 days	54	39.71%	11	35.48%	25	33.33%	18	60.00%
DD = DDD + >=6 days	7	5.15%	5	16.13%	1	1.33%	1	3.33%
Total Later (DD after DDD)	136	100.00%	31	100.00%	75	100.00%	30	100.00%

Notes:

1. KPMG Consulting's LSR orders with desired due dates that precede the standard interval for the order type, as documented in BellSouth's *Product and Services Interval Guide*, were excluded from the test.

Table 1-48: November 26, 2001 – February 27, 2002 TAG Desired Due Date from KPMG Consulting Local Service Request (LSR DDD) vs. Committed Due Date from BellSouth's Firm Order Confirmation (FOC DD)

	Total		Delivery Method Analysis					
	Number	Percent	Loops	% Loops	Combos	% Combos	Resale	%Resale
LSR DDD = FOC DD	174	73.73%	46	63.01%	82	75.93%	46	83.64%
LSR DDD not = FOC DD	62	26.27%	27	36.99%	26	24.07%	9	16.36%
Total	236	100.00%	73	100.00%	108	100.00%	55	100.00%
Distribution of Earlier Due Dates								
DD = DDD - 1 day	3	50.00%	0	0.00%	2	66.67%	1	33.33%
DD = DDD - 2 days	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DD = DDD - 3-5 days	3	50.00%	0	0.00%	1	33.33%	2	66.67%
DD = DDD - >=6 days	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total Earlier (DD before DDD)	6	100.00%	0	0.00%	3	100.00%	3	100.00%
Distribution of Later Due Dates								
DD = DDD + 1 day	14	25.00%	9	33.33%	4	17.39%	1	16.66%
DD = DDD + 2 days	22	39.28%	14	51.85%	5	21.74%	3	50.00%
DD = DDD + 3-5 days	11	19.64%	3	11.11%	7	30.43%	1	16.66%
DD = DDD + >=6 days	9	16.07%	1	3.70%	7	30.43%	1	16.66%
Total Later (DD after DDD)	56	100.00%	27	100.00%	23	100.00%	6	100.00%

Notes:

1. KPMG Consulting's LSR orders with desired due dates that precede the standard interval for the order type, as documented in BellSouth's *Product and Services Interval Guide*, were excluded from the test.

Table 1-49: February 28, 2002 – May 22, 2002 TAG Desired Due Date from KPMG Consulting Local Service Request (LSR DDD) vs. Committed Due Date from BellSouth's Firm Order Confirmation (FOC DD)

	Total		Delivery Method Analysis					
	Number	Percent	Loops	% Loops	Combos	% Combos	Resale	%Resale
LSR DDD = FOC DD	514	79.44%	169	65.76%	162	88.04%	183	88.83%
LSR DDD not =FOC DD	133	20.56%	88	34.24%	22	11.96%	23	11.17%
Total	647	100.00%	257	100.00%	184	100.00%	206	100.00%
Distribution of Earlier Due Dates								
DD = DDD - 1 day	2	40.00%	1	33.33%	0	0.00%	1	50.00%
DD = DDD - 2 days	2	40.00%	1	33.33%	0	0.00%	1	50.00%
DD = DDD - 3-5 days	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DD = DDD - >=6 days	1	10.00%	1	33.33%	0	0.00%	0	0.00%
Total Earlier (DD before DDD)	5	100.00%	3	100.00%	0	00.00%	2	100.00%
Distribution of Later Due Dates								
DD = DDD + 1 day	76	59.38%	35	41.18%	20	90.91%	21	100.00%
DD = DDD + 2 days	30	23.44%	30	35.29%	0	0.00%	0	0.00%
DD = DDD + 3-5 days	13	10.16%	11	12.94%	2	9.09%	0	0.00%
DD = DDD + >=6 days	9	7.03%	9	10.59%	0	0.00%	0	0.00%
Total Later (DD after DDD)	128	100.00%	85	100.00%	22	100.00%	21	100.00%

Notes:

1. KPMG Consulting's LSR orders with desired due dates that precede the standard interval for the order type, as documented in BellSouth's *Product and Services Interval Guide*, were excluded from the test.

Table 1-50: March 13, 2001 – November 25, 2001 LENS Firm Order Confirmation (FOC) Timeliness, Fully Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No./Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	22	21	95.45%	95% within 3 hours
Resale Residence	16	16	100.00%	
UNE-Loop	15	15	100.00%	
UNE-P	70	69	98.57%	
Total	123	121	98.37%	

Table 1-51: November 26, 2001 – February 27, 2002 LENS Firm Order Confirmation (FOC) Timeliness, Fully Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No./Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	2	2	100.00%	95% within 3 hours
Resale Residence	17	17	100.00%	
UNE-Loop	4	4	100.00%	
UNE-P	36	36	100.00%	
Total	59	59	100.00%	

Table 1-52: February 28, 2002 – May 22, 2002 LENS Firm Order Confirmation (FOC) Timeliness, Fully Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No./Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	74	74	100.00%	95% within 3 hours
Resale Residence	76	76	100.00%	
UNE-Loop	22	22	100.00%	
UNE-P	137	135	98.54%	
Total	309	307	99.35%	

Table 1-53: March 13, 2001 – November 25, 2001 LENS Firm Order Confirmation (FOC) Timeliness, Partially Mechanized

Product Type	Total	<= 10 hrs	% within 10 hrs	<= 18 hrs	% within 18 hrs	<= 24 hrs	% within 24 hrs	SQM Benchmark
Resale Business	3	3	100.00%	3	100.00%	3	100.00%	85% within 24 hours – prior to 5/1/2001 85% within 18 hours – 5/1/2001-7/31/2001 85% within 10 hours – 8/1/2001-present
Resale Residence	10	8	80.00%	9	90.00%	9	90.00%	
UNE-Loop	22	21	95.45%	22	100.00%	22	100.00%	
UNE-P	16	13	81.25%	14	87.50%	15	93.75%	
Total	51	45	88.24%	48	94.12%	49	96.08%	

Table 1-54: November 26, 2001 – February 27, 2002 LENS Firm Order Confirmation (FOC) Timeliness, Partially Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No.Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	12	5	41.67%	85% within 10 hours
Resale Residence	3	3	100.00%	
UNE-Loop	0	0	0.00%	
UNE-P	1	1	100.00%	
Total	16	9	56.25%	

Table 1-55: February 28, 2002 – May 22, 2002 LENS Firm Order Confirmation (FOC) Timeliness, Partially Mechanized

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No.Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	13	12	92.31%	85% within 10 hours
Resale Residence	3	3	100.00%	
UNE-Loop	15	11	73.33%	
UNE-P	10	10	100.00%	
Total	41	36	87.80%	

Table 1-56: March 13, 2001 – February 27, 2002 Non-Mechanized Functional Acknowledgements (ACK) Timeliness

Product Type	Number of ACKs Received	Number of On-Time ACK Received	No.Percentage of ACKs Received On Time	SQM Benchmark
Resale Business	367	348	94.82%	95% within 8 hours
Resale Residence	125	121	96.80%	
UNE-Loop	44	43	97.73%	
UNE-P	88	83	94.32%	
Total	624	595	95.35%	

Table 1-57: February 28, 2002 – May 22, 2002 Non-Mechanized Functional Acknowledgements (ACK) Timeliness

Product Type	Number of ACKs Received	Number of On-Time ACK Received	No.Percentage of ACKs Received On Time	SQM Benchmark
Resale Business	101	101	100.00%	95% within 8 hours
Resale Residence	0	0	0.00%	
UNE-Loop	0	0	0.00%	
UNE-P	68	67	98.53%	
Total	169	168	99.41%	

Table 1-58: March 13, 2001 – February 27, 2002 Non-Mechanized Test Reject Timeliness

Product Type	Number of Rejects Received	Number of On-Time Rejects Received	No.Percentage of Rejects Received On Time	SQM Benchmark
Resale Business	410	327	79.76%	85% within 24 hours
Resale Residence	114	81	71.05%	
UNE-Loop	361	357	98.89%	
UNE-P	127	111	87.40%	
Total	1,012	876	86.56%	

Table 1-59: February 28, 2002 – May 22, 2002 Non-Mechanized Reject Timeliness

Product Type	Number of Rejects Received	Number of On-Time Rejects Received	No.Percentage of Rejects Received On Time	SQM Benchmark
Resale Business	110	89	80.91%	85% within 24 hours
Resale Residence	0	0	0.00%	
UNE-Loop	6	6	100.00%	
UNE-P	70	60	85.71%	
Total	186	155	83.33%	

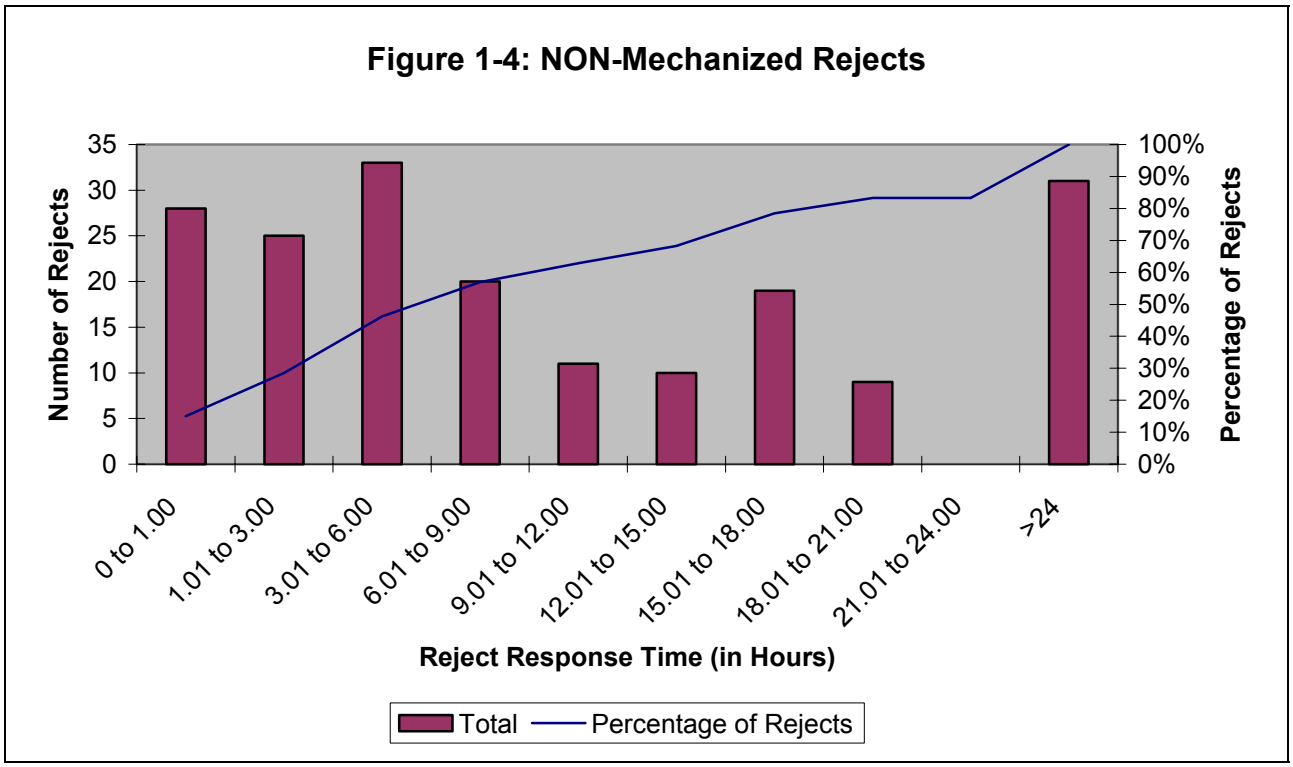


Table 1-60: March 13, 2001 – February 27, 2002 Non-Mechanized Firm Order Confirmation (FOC) Timeliness

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No.Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	119	83	69.75%	85% within 36 hours
Resale Residence	6	6	100.00%	
UNE-Loop	111	110	99.10%	
UNE-P	48	36	75.00%	
Total	284	235	82.75%	

Table 1-61: February 28, 2002 – May 22, 2002 Non-Mechanized Firm Order Confirmation (FOC) Timeliness

Product Type	Number of FOCs Received	Number of On-Time FOCs Received	No.Percentage of FOCs Received On Time	SQM Benchmark
Resale Business	50	46	92.00%	85% within 24 hours
Resale Residence	0	0	0.00%	
UNE-Loop	9	9	100.00%	
UNE-P	15	14	93.33%	
Total	74	69	93.24%	

Table 1-62: March 13, 2001 – February 27, 2002 Non-Mechanized Completion Notice Due Date (CN DD) vs. Completion Notification Delivery Date

	TOTAL		Product Delivery Analysis								
	CNs Received	% Of Total CNs	No. Of Loops	Loops as a % of CNs Received	% Of Total Loops	No. Of Resale	Resale as a % of CNs Received	% Of Total Resale	No. Of Combos	Combos as a % of CNs Received	% of Total Combos
CN Date Received = CN DD	256	89.82%	67	23.51%	91.78%	152	53.33%	91.02%	37	12.98%	82.22%
CN Date Received = CN DD + 1 day	6	2.11%	2	0.70%	2.74%	1	0.35%	0.60%	3	1.05%	6.67%
CN Date Received = CN DD + 2 days	2	0.70%	0	0.00%	0.00%	1	0.35%	0.60%	1	0.35%	2.22%
CN Date Received = CN DD + 3-5 days	6	2.11%	1	0.35%	1.37%	3	1.05%	1.80%	2	0.70%	4.44%
CN Date Received = CN DD + >=6 days	15	5.26%	3	1.05%	4.11%	10	3.51%	5.99%	2	0.70%	4.44%
TOTAL	**285**	**100.00%**	**73**		**100.00%**	**167**		**100.00%**	**45**		**100.00%**

Table 1-63: February 28, 2002 – May 22, 2002 Non-Mechanized Completion Notice Due Date (CN DD) vs. Completion Notification Delivery Date

	TOTAL		Product Delivery Analysis								
	CNs Received	% of Total CNs	No. of Loops	Loops as a % of CNs Received	% of Total Loops	No. of Resale	Resale as a % of CNs Received	% of Total Resale	No. Of Combos	Combos as a % of CNs Received	% of Total Combos
CN Date Received = CN DD	73	96.05%	3	3.95%	100.00%	55	72.37%	94.83%	15	19.74%	100.00%
CN Date Received = CN DD + 1 day	1	1.32%	0	0.00%	0.00%	1	1.32%	1.72%	0	0.00%	0.00%
CN Date Received = CN DD + 2 days	1	1.32%	0	0.00%	0.00%	1	1.32%	1.72%	0	0.00%	0.00%
CN Date Received = CN DD + 3-5 days	1	1.32%	0	0.00%	0.00%	1	1.32%	1.72%	0	0.00%	0.00%
CN Date Received = CN DD + >=6 days	0	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	0	0.00%	0.00%
TOTAL	**76**	**100%**	**3**		**100.00%**	**58**		**100.00%**	**15**		**100.00%**

Table 1-64: March 13, 2001 – February 27, 2002 Non-Mechanized Desired Due Date from KPMG Consulting Local Service Request (LSR DDD) vs. Committed Due Date from BellSouth's Firm Order Confirmation (FOC DD)

	Total		Delivery Method Analysis					
	Number	Percent	Loops	% Loops	Combos	% Combos	Resale	%Resale
LSR DDD = FOC DD	196	60.49%	53	49.53%	28	59.59%	115	67.65%
LSR DDD not =FOC DD	128	39.51%	54	50.47%	19	40.43%	55	32.35%
Total	**324**	**100.00%**	**107**	**100.00%**	**47**	**100.00%**	**170**	**100.00%**
Distribution of Earlier Due Dates								
DD = DDD - 1 day	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DD = DDD - 2 days	2	12.50%	0	0.00%	1	33.33%	1	7.69%
DD = DDD - 3-5 days	2	12.50%	0	0.00%	1	33.33%	1	7.69%
DD = DDD - >=6 days	12	75.00%	0	0.00%	1	33.33%	11	84.62%
Total Earlier (DD before DDD)	**16**	**100.00%**	**0**	**0.00%**	**3**	**100.00%**	**13**	**100.00%**
Distribution of Later Due Dates								
DD = DDD + 1 day	34	31.19%	14	25.93%	3	18.75%	17	40.48%
DD = DDD + 2 days	9	8.26%	7	12.96%	2	12.50%	0	0.00%
DD = DDD + 3-5 days	7	6.42%	2	3.70%	0	0.00%	5	11.90%
DD = DDD + >=6 days	62	56.88%	31	57.41%	11	68.75%	20	46.62%
Total Later (DD after DDD)	**109**	**100.00%**	**54**	**100.00%**	**16**	**100.00%**	**42**	**100.00%**

Notes:

1. KPMG Consulting's LSR orders with desired due dates that precede the standard interval for the order type, as documented in BellSouth's *Product and Services Interval Guide*, were excluded from the test.

Table 1-65: February 28, 2002 – May 22, 2002 Non-Mechanized Desired Due Date from KPMG Consulting Local Service Request (LSR DDD) vs. Committed Due Date from BellSouth's Firm Order Confirmation (FOC DD)

	Total		Delivery Method Analysis					
	Number	Percent	Loops	% Loops	Combos	% Combos	Resale	%Resale
LSR DDD = FOC DD	47	55.29%	7	77.78%	15	100.00%	25	40.98%
LSR DDD not =FOC DD	38	44.71%	2	22.22%	0	0.00%	36	59.02%
Total	**85**	**100.00%**	**9**	**100.00%**	**15**	**100.00%**	**61**	**100.00%**
Distribution of Earlier Due Dates								
DD = DDD - 1 day	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DD = DDD - 2 days	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DD = DDD - 3-5 days	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DD = DDD - >=6 days	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total Earlier (DD before DDD)	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**	**0**	**0.00%**
Distribution of Later Due Dates								
DD = DDD + 1 day	11	28.95%	1	50.00%	0	0.00%	10	27.78%
DD = DDD + 2 days	4	10.53%	0	0.00%	0	0.00%	4	11.11%
DD = DDD + 3-5 days	10	26.32%	0	0.00%	0	0.00%	10	27.78%
DD = DDD + >=6 days	13	34.21%	1	50.00%	0	0.00%	12	33.33%
Total Later (DD after DDD)	**38**	**100.00%**	**2**	**100.00%**	**0**	**0.00%**	**36**	**100.00%**

Notes:

1. KPMG Consulting's LSR orders with desired due dates that precede the standard interval for the order type, as documented in BellSouth's *Product and Services Interval Guide*, were excluded from the test.

Table 1-66: March 13, 2001 – July 31, 2001 Average Pre-Order Response Timeliness by Pre-Order Type

Pre-order Type	Total Transactions Sent	Average Response Time (seconds)	Benchmark (seconds)[155]
AAQ	199	1.90	2.64
AVQ	282	5.61	3.22
AVQ_TN	143	5.52	2.86
CSRQ	284	5.12	3.51
LMU_SF	122	21.25	60
LMU_WL	11	10.27	60
LRCRQ	30	12.23	60
LRRQ	66	19.42	60
SAQ	327	35.41	4.11
TNAQ	293	5.17	3.37
TNAQ_MISC	162	2.49	3.37
TNCAN_TN	59	1.27	3.99
TNSQ	101	3.06	3.48

Notes:

1. The PO-2 SQM benchmark for electronic LMU queries is 95% received within 60 seconds. 95.90% of LMU-SF received responses within 60 seconds for the period of March 13, 2001 through July 31, 2001. 100.00% of LMU-WL received responses within 60 seconds for the period of March 13, 2001 through July 31, 2001.

[155] BellSouth retail pre-order response times were obtained from the March 2001 through July 2001 Pre-Ordering and Ordering OSS Report performance measurement reports.

Table 1-67: August 1, 2001 – January 14, 2002 Average Pre-Order Response Timeliness by Pre-Order Type

Pre-order Type	Total Transactions Sent	Average Response Time (seconds)	Parity with Retail / Benchmark[156]
AAQ	227	2.00	2.71
AVQ	153	4.04	3.21
AVQ_TN	257	2.83	2.87
CSRQ	176	2.91	3.55
LMU_SF	195	23.32	60
LMU_WL	177	25.12	60
LRCRQ	156	19.33	60
LRRQ	225	22.19	60
PCSRQ	228	3.37	9.65[157]
SAQ	150	4.43	4.14
TNCAN_DID	22	4.55	N/A
TNCAN_MLH	41	3.39	N/A
TNAQ	467	2.36	3.04
TNAQ_MISC	151	1.93	2.82
TNCAN_TN	154	3.55	2.82
TNSQ	152	2.84	2.82

Notes:

1. The PO-2 SQM benchmark for electronic LMU queries is 95% received within 60 seconds. 98.97% of LMU-SF received responses within 60 seconds for the period of March 13, 2001 through July 31, 2001. 98.31% of LMU-WL received responses within 60 seconds for the period of March 13, 2001 through July 31, 2001.

[156] BellSouth retail pre-order response times were obtained from the August 2001through April 2002 Pre-Ordering and Ordering OSS Report performance measurement reports.

[157] KPMG Consulting used January 2002 CRSACCTS data to measure PCSRQ response timeliness due to: 1) the absence of PCSRQ parity data for the months of March 2002 through May 2002; 2) BellSouth CRSACCTS data for the months of March 2002 through May 2002 contained abnormal parity data.

Table 1-68: December 21, 2001 – February 12, 2002 Average Pre-Order Response Timeliness by Pre-Order Type

Pre-order Type	Total Transactions Sent	Average Response Time (seconds)	Parity with Retail / Benchmark[158]
AVQ	257	4.38	3.25
TNCAN_TN	161	2.71	3.08

Table 1-69: April 5, 2002 – May 2, 2002 Average Pre-Order Response Timeliness by Pre-Order Type

Pre-order Type	Total Transactions Sent	Average Response Time (seconds)	Parity with Retail / Benchmark[159]
AVQ	152	3.84	3.32

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number of evaluation criteria satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 40 evaluation criteria considered for the POP Functional Evaluation (TVV1). Thirty-eight evaluation criteria received a satisfied result. Two evaluation criteria received a not satisfied result. It is KPMG Consulting's opinion that significant issues remain unresolved in the TVV1 testing area.

[158] BellSouth retail pre-order response times were obtained from the December 2001 through January 2002 Pre-Ordering and Ordering OSS Report performance measurement reports. KPMG Consulting did not use the February 2002 report for calculating AVQ response time due to abnormal parity data.

[159] BellSouth retail pre-order response times were obtained from the January 2002 Pre-Ordering and Ordering OSS Report performance measurement reports. KPMG Consulting used the January 2002 report due to abnormal parity data for the month of April 2002 and May 2002.

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D. Test Results: Pre-Order, Order and Provisioning (POP) Volume Performance Test (TVV2)

1.0 Description

The Pre-Order, Order and Provisioning (POP) Volume Performance Test (TVV2) was designed to evaluate the relevant systems and processes associated with the BellSouth pre-order and order processes. The objective of this test was to validate the performance of the BellSouth Graphical User Interface (GUI), manual, and machine-to-machine interfaces at projected volumes.

The POP Volume Performance Test (TVV2) examined BellSouth system responses and timeliness for pre-order and order transactions submitted using the BellSouth Business Rules for Local Ordering. The test was conducted in three parts: (i) two normal volume tests using anticipated transaction volumes for the March 2003 time frame, (ii) a peak test using volumes at 150% (1.5 times) of the normal volume test, and (iii) a stress test using volumes at 250% (2.5 times) of the normal volume test. The projected transaction volume was determined by analyzing historical Alternative Local Exchange Carrier (ALEC) ordering behavior, ALEC forecasts and BellSouth regional forecasts.

All volume tests were conducted in BellSouth's production environment. The majority of orders transmitted during the test were limited to those that flow through BellSouth's order processing systems without human intervention. Transactions submitted during the POP Volume Performance Test (TVV2) did not go through the physical provisioning process.

The test used test bed accounts provided by BellSouth for the POP Functional Evaluation (TVV1). The volume performance pre-order and order transactions were standalone transactions; data returned in a pre-order transaction was not used to populate Local Service Request (LSR) fields. Customer test accounts were geographically distributed across multiple Florida central offices, switching/transmission equipment and configurations, and Revenue Accounting Offices (RAOs).

KPMG Consulting executed normal electronic volume tests on August 16, 2001; October 30, 2001; December 5, 2001; December 20, 2001; January 10, 2002; and January 28, 2002. KPMG Consulting executed peak electronic volume tests on February 25, 2002 and March 19, 2002. KPMG Consulting executed stress electronic volume tests on April 9, 2002 and April 25, 2002.

KPMG Consulting executed normal manual volume testing on May 23, 2001; May 31, 2001; August 28, 2001; October 16, 2001; December 10, 2001; January 29, 2002; February 20, 2002; March 13, 2002; and April 17, 2002. KPMG Consulting executed peak manual volume tests on May 8, 2002 and June 3, 2002. KPMG Consulting executed a stress manual volume test on June 13, 2002.

2.0 Business Process

This section describes BellSouth's pre-ordering and ordering business processes associated with the electronic and manual interfaces that ALECs use when requesting service from BellSouth.

2.1 Business Process Description

The POP Volume Performance Test (TVV2) tested three BellSouth electronic order interfaces, two BellSouth electronic pre-order interfaces, and the manual order process. Interfaces tested included Electronic Data Interchange (EDI) for ordering, Telecommunications Access Gateway (TAG) for pre-ordering and ordering, and Local Exchange Navigation System (LENS) for pre-

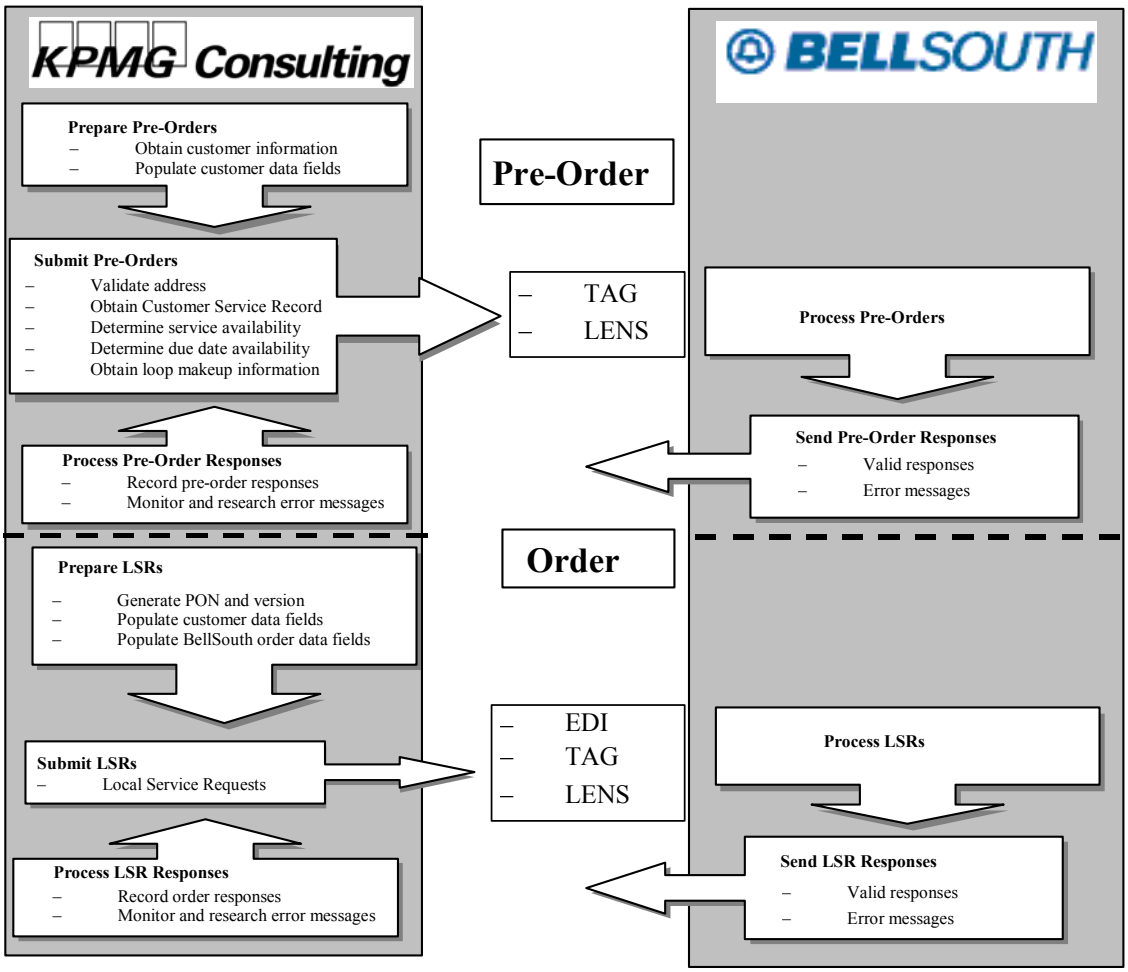
ordering and ordering. The BellSouth manual ordering process[160] was also examined. The POP Volume Performance Test (TVV2) employed the same connectivity used during the POP Functional Evaluation (TVV1). The electronic interfaces[161] and processes and the manual order processes are described below.

- The Telecommunications Access Gateway (TAG) interface is a CORBA-based environment that allows for bi-directional flow of information between BellSouth's OSS and ALEC systems. ALECs develop their own software applications to obtain information from BellSouth's OSS and can incorporate various internal functions, such as downloading information directly to their own inventory/billing systems, creating their own customer databases and generating internal reports. BellSouth provides a standard Application Program Interface (API) from which ALECs can develop their own software applications to obtain information from BellSouth's pre-order and order systems.
- The Electronic Data Interchange (EDI) is a batch-driven machine-to-machine interface, which uses industry standards as its foundation. Business files are exchanged between BellSouth computer applications and ALEC computer applications that are encoded to comply with standard EDI transaction sets for data transmission. BellSouth determines how and when each data element is transferred into a BellSouth Service Order.
- The Local Exchange Navigation System (LENS) is a Graphical User Interface (GUI) that connects directly via the Internet into BellSouth's OSS and is based on the TAG architecture. This interface was developed to provide ALECs with an alternative method of connection to BellSouth through the Internet.
- Manual orders were sent to BellSouth via facsimile according to the guidelines in the BellSouth Business Rules for Local Ordering.

Figure 2-1 provides an overview of the BellSouth pre-ordering and ordering processes used during the POP Volume Performance Test (TVV2).

[160] The manual ordering process was tested using facsimile transmissions to the Atlanta Local Carrier Service Center (LCSC).
[161] As of April 3, 2002, the FPSC has removed RoboTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP).

Figure 2-1: Electronic Pre-Ordering and Ordering Processes



2.2 Pre-Order and Order Process Description

Two transaction processes were central to the POP Volume Performance Test (TVV2): the pre-ordering process and the ordering process. As part of the pre-order process, ALECs submit pre-order queries using published guides[162] for direction on query format and valid input data. Pre-order queries are used by ALECs to validate existing customer address and service information, to inquire and/or validate specific switch capabilities, to select and reserve telephone numbers and to obtain service order due dates. In response to a pre-order query BellSouth returns either a valid pre-order response or an error message to the ALEC. Pre-order response information can be used to complete information on an LSR form.[163]

[162] Pre-order guides include the BellSouth Pre-Order Business Rules, the TAG Application Program Interface (API) Guide, and the LENS User Guide.

[163] Although pre-order response information can be used to complete order forms, pre-order-order integration was not tested in the POP Volume Performance Test (TVV2).

The ALEC begins the order process with the origination of an LSR, using the BellSouth technical specifications for the interface[164], as well as all applicable business rules[165] detailing format and content requirements for the form and fields. Upon receipt of an LSR, BellSouth returns a Functional Acknowledgment (FA), indicating that the file was received. For the LENS interface, the FA is an interim message that is displayed upon successful order submission. The LSR then passes through BellSouth's order-processing environment where systems and representatives validate the format and content of the data.

If the LSR is unreadable or does not contain accurate and complete information on all required and conditional fields, a Fatal Reject (ERR) error is returned to the ALEC. The validation process begins again with a new LSR containing corrected information. If an LSR passes through initial validation but falls out for manual handling, a representative from BellSouth's Local Carrier Service Center (LCSC) reviews the LSR to determine if the fallout was caused by an ALEC error or an error caused by BellSouth. For an ALEC error, the representative sends a request for clarification (CLR) to the ALEC for correction and the ALEC returns a supplemental (SUP) service request.

When the LSR is complete and accurate, the service order is entered in the BellSouth Service Order Communications System (SOCS), which coordinates downstream provisioning activity and monitors the status of the order. SOCS begins the generation process for a Firm Order Confirmation (FOC) response that is delivered to the ALEC. The FOC is confirmation that the LSR was validated by BellSouth and contains a Due Date (DD) on which BellSouth commits to completing provisioning of the order.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

The following four tables outline the pre-order and order test scenarios that KPMG Consulting used to test the functionality and timeliness of BellSouth systems and representatives during volume conditions[166].

[164] Interface documents that support ordering include the BellSouth EDI Specifications - TCIF 9, the TAG API, and the LENS User Guide.
[165] BellSouth Business Rules for Local Ordering.
[166] The majority of orders transmitted during the POP Volume Performance Test (TVV2) were limited to those that flow through BellSouth's order processing systems without human intervention.

Table 2-1: Stand-Alone Pre-Ordering Scenarios

Activity	Residence	Business
Obtain Customer Service Record (CSRQ)	**X**	**X**
Validate Customer Address (AVQ and AVQ_TN)	**X**	**X**
Telephone Number Availability Query (TNAQ)	**X**	**X**
Loop Qualification including xDSL (LMU)	**X**	**X**
Inquire About Product/Service Availability (SAQ)	**X**	**X**
Determine Availability of Desired Due Date (EDD)	**X**	**X**
Obtain Parsed CSR[167] (PCSRQ)	**X**	**X**

Table 2-2: Resale Ordering Scenarios

Activity	Res. POTS	Bus. POTS	Res. ISDN	Bus. ISDN	Centrex	Private Line	PBX
Migration from BellSouth "as is"	X	X	X	X	X		X
ALEC to ALEC migration	X	X					
Feature changes to existing customer	X	X			X		
Migration from BellSouth "as specified"	X	X	X	X			
New customer	X	X			X	X	
Telephone number change	X	X					
Directory change	X	X			X		
Add lines/trunks/circuits	X	X	X	X	X	X	X
Suspend/restore service	X	X					
Disconnect (full and partial)	X	X	X	X	X	X	X
Moves (inside and outside)	X	X					
Convert line to ISDN			X	X			
Migrate from ALEC to BellSouth	X	X					

[167] Parsed CSR was introduced in Release 10.3 on January 5, 2002. The pre-order was added to the scope of the test in March 2002 and tested during stress volume tests only.

Table 2-3: UNE Loop Ordering Scenarios

Activity	Res. Analog Loop	Bus. Analog Loop	Res. xDSL Capable Loop	Bus. xDSL Capable Loop	Bus. DS1 Loop	Line Sharing [168]	UDC [169]	EEL[170]	Inter-office Facility
Migration from BellSouth without number porting	X	X	X	X	NA[171]			X	
Migration from BellSouth with INP[172]	NA	NA			NA				
Migration from BellSouth with LNP[173]	X	X			NA[174]				
Migration from ALEC to ALEC	X	X				X			
Add new loops to existing customer	X	X	X	X	X			X	
Add new interoffice DS1/ DS3 facilities									X
Purchase loops for a new customer	X	X	X	X	X	X	X	X	
Disconnect (full and partial)	X	X			X			X	NA[175]
Moves (inside and outside)	X	X			X				
Standalone directory change	X	X							
Standalone INP[176]	NA	NA							

[168] Line Sharing was added to the BBR-LO in Issue 9I on October 12, 2000.
[169] Unbundled Digital Channel (UDC) was added to the BBR-LO in Issue 9E on July 17, 2000.
[170] Enhanced Extended Link (EEL) was added to the BBR-LO in Issue 9E on July 17, 2000.
[171] BellSouth does not support migration of DS1 facilities.
[172] BellSouth no longer offers Interim Number Portability (INP).
[173] Local Number Portability (LNP).
[174] BellSouth does not support migration of DS1 facilities.
[175] KPMG Consulting was unable to obtain facilities from BellSouth to support Interoffice Facility (IOF) disconnects.
[176] BellSouth no longer offers Interim Number Portability (INP).

Activity	Res. Analog Loop	Bus. Analog Loop	Res. xDSL Capable Loop	Bus. xDSL Capable Loop	Bus. DS1 Loop	Line Sharing [168]	UDC [169]	EEL[170]	Inter-office Facility
Standalone LNP	X	X							
Convert from UNE P to UNE loop	X	X							
Convert from Resale to UNE loop	X	X							

Table 2-4: UNE Platform (UNE-P) Ordering Scenarios

Activity	Res. POTS	Bus. POTS	Res. ISDN	Bus. ISDN	PBX [177]	DID[178]	DID Trunks [179]
Migration from BellSouth "as is"	X	X	X	X	X	X	X
Migrate from ALEC to ALEC	X	X					
Feature changes to existing customer	X	X					
Migration from BellSouth "as specified"	X	X	X	X			
New customer	X	X	NA[180]	NA[181]			
Telephone number change	X	X					
Directory change	X	X					
Add lines/trunks/circuits	X	X	X	X			X
Suspend/restore service	X	X					
Disconnect (full and partial)	X	X	X	X			
Moves (inside and outside)	X	X					
Convert line to ISDN			X	X			
Migrate from ALEC to BellSouth	X	X					

[177] UNE-P PBX was added to the BBR-LO in Issue 9J on December 1, 2000.
[178] UNE-P DID was added to the BBR-LO in Issue 9J on December 1, 2000.
[179] UNE-P DID Trunks were added to the BBR-LO in Issue 9J on December 1, 2000.
[180] BellSouth does not offer new Integrated Switch Digital Network (ISDN) accounts using Unbundled Network Elements Platform (UNE-P).
[181] BellSouth does not offer new Integrated Switch Digital Network (ISDN) accounts using Unbundled Network Elements Platform (UNE-P).

Activity	Res. POTS	Bus. POTS	Res. ISDN	Bus. ISDN	PBX [177]	DID [178]	DID Trunks [179]
Convert from Resale to UNE-P Combinations	X	X	NA [182]	NA [183]			

3.2 Test Targets and Measures

The test targets were BellSouth's pre-ordering (TAG, LENS) and ordering (EDI, TAG, LENS) systems, and the manual ordering process. Included in the test targets were the following processes and sub-processes:

- Submit and monitor pre-order transactions through TAG and LENS;
  - Send pre-order transaction;
  - Receive pre-order response;
  - Verify correct processing of pre-order;
- Submit and monitor planned error pre-order transactions through TAG and LENS;
  - Send pre-order transaction;
  - Receive pre-order error response;
  - Verify correct processing of pre-order;
- Submit and monitor order transactions through EDI, TAG, LENS, and manual;
  - Transmit LSR;
  - Receive FA of request;
  - Receive confirmation of request;
  - Verify correct processing of order;
- Submit and monitor planned error order transactions through EDI, TAG, LENS, and manual;
  - Transmit LSR;
  - Receive FA of request;
  - Receive clarification or error response; and
  - Verify correct processing of order.

3.3 Data Sources

The data collected for the test included documents defining business rules governing transactions between BellSouth and its ALEC trading partners, which include the BellSouth Business Rules

[182] BellSouth does not support conversion from Resale ISDN (Residential) to UNE-P ISDN (Residential).
[183] BellSouth does not support conversion from Resale ISDN (Business) to UNE-P ISDN (Business).

for Local Ordering[184] and the BellSouth Pre-Order Business Rules[185]. KPMG Consulting used interface instructions found in the TAG Application Program Interface (API) Guide, the BellSouth EDI Specifications - TCIF 9, and the LENS User Guide. Other data collected included historical ALEC ordering data, BellSouth's volume forecast, and ALEC volume forecasts.

3.4 Data Generation/Volumes

Transaction testing used March 2003 projected volumes. The forecasted date of March 2003 reflects anticipated volumes after BellSouth is granted approval to provide interLATA service pursuant to Section 271 of the Telecommunications Act of 1996. The forecast date of the "anticipated volumes" is the estimated test completion date plus nine months. The nine months was derived based on an assumption of three months for 271 approval and a six-month "ramp-up" period in ALEC volumes after FCC 271 approval is granted.

Data for this test were generated through order and pre-order transaction submission via EDI, TAG, LENS, and manual interfaces. KPMG Consulting's March 2003 volume projections, which were determined by analyzing historical ALEC ordering data, ALEC forecasts and BellSouth regional forecasts, determined the volume submission level for normal volume testing. Peak volume transactions were submitted at 150% of the normal volume transaction level throughout the entire test.

The stress test covered a four-hour period. Stress test hourly volumes were derived from the normal day schedule. The hourly submissions from the normal day schedule with the highest volumes covering four consecutive hours were used as the baseline. KPMG Consulting then transmitted 150% of the first hour's normal day transaction count, 200% of the second hour's transaction count, 225% of the third hour's transaction count and 250% of the fourth hour's transaction count, respectively. The different load conditions are summarized in Table 2-5 below.

Table 2-5: Load Conditions

Load Conditions	Definition
Normal Hour Load	Load based on projected future volume transactions.
Peak Hour Load	Load based on 1.5 times projected normal hour load transactions.
Stress Hour Load	Load based on 2.5 times projected normal hour transactions.

Prior to the start of the normal volume test, KPMG Consulting undertook a series of Volume System Readiness Tests (SRTs), which were designed to ensure the functionality of KPMG Consulting's transactional systems. Volume SRTs also confirmed that orders flowed through BellSouth's system, but did not enter into the physical provisioning process. KPMG Consulting also used Volume SRTs to troubleshoot system problems during volume testing.

3.5 Evaluation and Analysis Methods

[184] BellSouth Business Rules for Local Ordering Versions 9E, 9F, 9G, 9H, 9I, 9J, 9K, 9L, 9M, 9N, 9O, 9P, 9Q, 9R, 9S, 10.4, and 10.5.
[185] BellSouth Pre-Order Business Rules Versions 11B, 11C, 11D, 11E, and 12A.

Pre-order and order scenarios tested in POP Volume Performance Test (TVV2) were drawn from the scenarios defined in Appendix A of the Florida Master Test Plan (MTP). The scenarios outline the products and services to be ordered and activity types to be requested. Using these test scenario descriptions, KPMG Consulting developed test cases for each scenario. The test cases contain a detailed description of the order to be executed, defining, for example, customer types (business or residential), migration activity (partial or full migration[186]), and expected flow-through designations.

Each test case was used to generate distinct instances of pre-order and order transactions. Based on KPMG Consulting requirements, BellSouth provided test bed accounts against which pre-order and order transactions were placed. The pre-order and order transaction scenarios and test cases represented a range of services (e.g., POTS, analog loop, digital loop) executed against a variety of service delivery methods (e.g., Resale, UNE-P, UNE-Loop) and activity types (e.g., Migration as-is, Migration as specified).

The electronic test cases for the POP Volume Performance Test (TVV2) were submitted in an automated fashion, based on a scheduled submission date and time determined by KPMG Consulting prior to the start of the test.

As pre-order and order volume transactions were submitted, error messages or confirmation responses were returned. A flow-through eligible order transaction was deemed complete if an FA and a FOC were received, or if an expected error was received. An order that was not flow-through eligible was deemed complete if an FA was received, and no FOC or error was received[187]. A pre-order transaction was deemed complete if the expected response was received.

The transaction responses were logged and evaluated for accuracy[188] and for consistency with the pre-order and order business process flow, as described in Section 2.1. KPMG Consulting evaluated the presence and timeliness of responses for interfaces. Intentional errors were included in a number of orders to test BellSouth's ability to process errors and to test how BellSouth systems handled such transactions under increased volume conditions.

3.5.1 Volume Performance Tests

Transactions were analyzed for trends relative to time of day, service delivery method, and product family. KPMG Consulting collected and evaluated the timestamps associated with outgoing EDI, TAG, LENS, and manual pre-order and order submissions, as well as timestamps associated with incoming EDI, TAG, LENS, and manual pre-order and order responses.

When a volume test resulted in deficient performance for a specific criterion, KPMG Consulting conducted a full retest of all criteria. A full retest was required to accurately test BellSouth's systems on expected future volumes of transactions.

The POP Volume Performance Test (TVV2) electronic volume testing was conducted in the following three phases:

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[186] A full migration converts all of a customer's lines to a new service provider. A partial migration retains at least one-line with BellSouth and converts some lines to an ALEC.

[187] BellSouth LCSC representatives did not view or process KPMG Consulting's partially mechanized volume test orders; as a result, no FOC or error was received on these orders. Representatives did not process electronic volume test orders to ensure that volume testing did not have a detrimental impact on ALEC order processing.

[188] The contents of response files were evaluated for accuracy on a sample basis only.

- Two normal electronic volume tests and four normal electronic volume retests were conducted using projected normal daily volumes. EDI and TAG transactions were submitted over a 24-hour period. LENS transactions were submitted between the hours of 8:00 a.m. and 7:00 p.m. to simulate an ALEC's normal hours of operation.
- One peak electronic volume test and one peak electronic volume retest were conducted using volumes at 150% of projected normal daily volumes. Test hours were the same as the two normal volume tests for electronic testing.
- One stress electronic volume test and one stress electronic volume retest were conducted over a four-hour period, using volumes increasing from 150% to 250% of the normal volume test's four consecutive highest volume hours. The electronic stress tests were conducted between 5:00 p.m. and 9:00 p.m.

The POP Volume Performance Test (TVV2) manual volume testing was conducted in the following three phases:

- Two normal manual volume tests and six normal manual volume retests were conducted using projected normal daily volumes. Manual transactions were submitted via facsimile during the hours of operation of the Atlanta LCSC, between 8:00 a.m. and 6:00 p.m.
- One peak manual volume test and one peak manual volume retest were conducted using volumes at 150% of projected normal daily volumes. Test hours were the same as the two normal volume tests for manual testing.
- One stress manual volume test, using volumes increasing from 150% to 250% of the normal volume test's four consecutive highest volume hours, was conducted over a four-hour period during the hours of operation of the Atlanta LCSC, between 10:00 a.m. and 2:00 p.m.

All test days used the same set of test cases. A limited number of pre-order and order transactions were submitted with error conditions to test how BellSouth systems handled such transactions under increased volume conditions.

For each volume day, the planned pre-order and order transactions were distributed throughout the testing window based on BellSouth's reported hourly order distribution. Each transaction was then assigned an interface (EDI, TAG, LENS, or manual) through which it was to be submitted. The distribution of orders and pre-orders among interfaces was determined according to volume forecasts. Product delivery types (e.g. UNE-P) as well as pre-order request types were distributed in accordance with volume forecasts.

The POP Volume Performance Test (TVV2) included a checklist of evaluation measures developed by KPMG Consulting during the preparation of test activities for the BellSouth Florida OSS Evaluation. These evaluation measures, detailed in the Florida MTP[189], provided the framework of norms, standards, and guidelines for the POP Volume Performance Test (TVV2). The data collected were analyzed employing the evaluation measures shown in Section 4.1 below.

The POP Volume Performance Test (TVV2) evaluation results are intended to reflect the KPMG Consulting ALEC experience. The Metrics Calculations Verification and Validation Review

[189] Florida Master Test Plan, approved by the Florida Public Service Commission on January 11, 2000.

(PMR5) evaluated BellSouth's actual metrics calculations based on the definitions in the BellSouth OSS Testing Service Quality Measurements (SQM)[190].

Results in Section 4.0 were calculated based on outbound and inbound transaction timestamps recorded by KPMG Consulting's testing infrastructure. These timestamps may differ in varying degrees from the time measurement points reported in BellSouth's SQM reports. KPMG Consulting measures the ALEC end-to-end response time while BellSouth measures processing time within their environment. For those Pre-order and Order Volume Performance Test (TVV2) evaluation criteria that do not map to the performance measure benchmarks defined in the SQMs, KPMG Consulting assessed results based on an evaluation of potential ALEC impact.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 2-6. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 2-7.

Table 2-6: TVV2 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	10	7
Total Disposed as of Final Report Date	10[191]	5[192]
Total Open as of Final Report Date	0	2

Table 2-7: TVV2 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
Presence of Pre-Order Functionality – Volume Performance Test			
TVV2-1-1	BellSouth systems provide responses to pre-order queries.	Satisfied	BellSouth's systems provide responses to pre-order queries. KPMG Consulting applied a benchmark of 99% for receipt of pre-order responses. BellSouth's LENS and TAG systems provided the following results during electronic volume testing: ♦ 99.97% (32,563 of 32,573) of pre-order requests sent during day one

[190] Revised Interim Performance Metrics Version 3.0, approved by the Florida Public Service Commission on June 1, 2001.
[191] Exception 104 was closed when the FPSC removed RoboTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP) on April 3, 2002.
[192] Observation 136 was closed when the FPSC removed RoboTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP) on April 3, 2002.

Test Reference	Evaluation Criteria	Result	Comments
			normal volume testing on August 16, 2001 received system responses. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. 99.98% (28,894 of 28,900) of pre-order requests sent during day one normal volume retesting on October 30, 2001 received system responses. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. 99.98% (28,209 of 28,214) of pre-order requests sent during day one normal volume retesting on December 5, 2001 received system responses. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 100% (29,525 of 29,525) of pre-order requests sent during day one normal volume retesting on December 20, 2001 received system responses. ♦ 99.82% (28,846 of 28,899) of pre-order requests sent during day two normal volume testing on January 10, 2002 received system responses. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which

Test Reference	Evaluation Criteria	Result	Comments
			was written due to a failure on another criterion. 99.95% (29,483 of 29,497) of pre-order requests sent during day two normal volume retesting on January 28, 2002 received system responses. ♦ 99.61% (60,212 of 60,447) of pre-order requests sent during peak volume testing on February 25, 2002 received system responses. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. A full retest was required to accurately test BellSouth systems on expected future volume transactions. 100% (79,145 of 79,145) of pre-order requests sent during peak volume retesting on March 19, 2002 received system responses. ♦ 99.70% (71,425 of 71,639) of pre-order requests sent during stress volume testing on April 9, 2002 received system responses. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. 99.96% (62,624 of 62,647) of pre-order requests sent during stress volume retesting on April 25, 2002 received system responses. See Tables 2-8 through 2-27 for additional details on pre-order responses.
TVV2-1-2	BellSouth systems provide required pre-order functionality.	Satisfied	BellSouth systems and representatives provide required pre-order functionality. KPMG Consulting submitted a total of 451,488 pre-orders into BellSouth's TAG

Test Reference	Evaluation Criteria	Result	Comments
			and LENS systems over 10 days of volume testing. During test dates, BellSouth's systems were available to receive queries and submit responses. The interfaces also generated appropriate error messages when a system problem occurred. During testing, KPMG Consulting opened Exception 127, which identified problems submitting pre-order via LENS during normal volume testing on December 5, 2001. Following BellSouth's addition of capacity to a mainframe communication link, KPMG Consulting retested on December 20, 2001 and did not experience problems submitting pre-order via LENS during normal volume testing. During day two normal volume testing on January 10, 2002, KPMG Consulting experienced problems submitting pre-order via LENS. BellSouth indicated that network element saturation in a BellSouth data center affected wholesale and retail operations on January 10, 2002. KPMG Consulting retested on January 28, 2002 and did not experience problems submitting pre-order via LENS during normal volume testing. Exception 127 was closed.
Accuracy of Pre-Order Response – Volume Performance Test[193]			
TVV2-2-1	BellSouth's interfaces provide accurate system responses to pre-orders.	Satisfied	BellSouth's interfaces provide accurate system responses to pre-orders. KPMG Consulting applied a benchmark of 99% for accuracy of pre-order responses. BellSouth's systems provided the following results during volume testing: ♦ 100% (35 of 35) of examined LENS pre-order responses received during day one normal volume testing on August 16, 2001 were accurate.

[193] For this criterion, KPMG Consulting defined an accurate response to be a system response that is consistent with the technical specifications for TAG or LENS responses and with the transaction type that initiated the response (e.g. a correctly formatted Customer Service Record Query received a Customer Service Record response). In the case of error responses, KPMG Consulting verified that these were only received for incorrectly formatted queries. The contents of the response files were evaluated for accuracy on a sample basis only. However, identification of any problem led to a more complete examination.

Test Reference	Evaluation Criteria	Result	Comments
			100% (35 of 35) of examined TAG pre-order responses received during day one normal volume testing on August 16, 2001 were accurate. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. 100% (35 of 35) of examined LENS pre-order responses received during day one normal volume retesting on October 30, 2001 were accurate. 80.00% (28 of 35) of examined TAG pre-order responses received during day one normal volume retesting on October 30, 2001 were accurate. KPMG Consulting issued Exception 118 to describe invalid responses for pre-order queries submitted via the TAG interface during day one normal volume retesting on October 30, 2001. BellSouth maintained that the failure was due to the memory management used by KPMG Consulting on the client TAG infrastructure. KPMG Consulting implemented memory management changes and initiated retesting of Exception 118 on December 5, 2001. ♦ 100% (35 of 35) of examined LENS pre-order responses received during day one normal volume retesting on December 5, 2001 were accurate. ♦ 100% (35 of 35) of examined TAG pre-order responses received during day one normal volume retesting on December 5, 2001 were accurate. Following memory management changes,

[194] Upon identification of eight invalid responses received during April 25, 2002 stress volume testing, KPMG Consulting investigated and concluded that a component of KPMG Consulting's TAG architecture experienced memory management problems identical to the problem identified after October 5, 2001 testing. Therefore, BellSouth's system error responses were appropriate.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting received valid responses to pre-order queries during December 5, 2001 retesting. Exception 118 was closed. ♦ Although this criterion showed a satisfactory result during day one normal volume retesting on December 5, 2001, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 100% (35 of 35) of examined LENS pre-order responses received during day one normal volume retesting on December 20, 2001 were accurate. 100% (35 of 35) of examined TAG pre-order responses received during day one normal volume retesting on December 20, 2001 were accurate. ♦ 100% (35 of 35) of examined LENS pre-order responses received during day two normal volume testing on January 10, 2002 were accurate. 100% (35 of 35) of examined TAG pre-order responses received during day two normal volume testing on January 10, 2002 were accurate. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. 100% (35 of 35) of examined LENS pre-order responses received during day two normal volume retesting on January 28, 2002 were accurate. 100% (35 of 35) of examined TAG pre-order responses received during day two normal volume retesting on January 28, 2002 were accurate. ♦ 100% (35 of 35) of examined LENS pre-order responses received during peak volume testing on February 25,

Test Reference	Evaluation Criteria	Result	Comments
			2002 were accurate. 100% (35 of 35) of examined TAG pre-order responses received during peak volume testing on February 25, 2002 were accurate. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. A full retest was required to accurately test BellSouth systems on expected future volume transactions. 100% (35 of 35) of examined LENS pre-order responses received during peak volume retesting on March 19, 2002 were accurate. 100% (35 of 35) of examined TAG pre-order responses received during peak volume retesting on March 19, 2002 were accurate. ♦ 100% (35 of 35) of examined LENS pre-order responses received during stress volume testing on April 9, 2002 were accurate. 100% (35 of 35) of examined TAG pre-order responses received during stress volume testing on April 9, 2002 were accurate. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. 100% (35 of 35) of examined LENS pre-order responses received during stress volume retesting on April 25, 2002 were accurate. 100% (35 of 35) of examined TAG pre-order responses received during stress volume retesting on April 25, 2002 were accurate[194].

Test Reference	Evaluation Criteria	Result	Comments
Timeliness of Pre-Order Response – Volume Performance Test[195]			
TVV2-3-1	BellSouth's TAG interface provides timely responses to Address Validation Query by Telephone Number (AVQ_TN) pre-orders.	Satisfied	BellSouth's TAG interface provides timely responses to AVQ_TN pre-orders. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds.[196] AVQ_TNs sent during volume testing received responses within the following timeframes: ♦ The average interval for receipt of AVQ_TNs during day one normal volume testing on August 16, 2001 was 1.52 seconds. The August 2001 average interval for BellSouth retail Regional Street Address Guide – Telephone Number (RSAG-TN) queries was 0.95 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. The average interval for receipt of AVQ_TNs during day one normal volume retesting on October 30, 2001 was 1.00 second. The October 2001 average interval for BellSouth retail RSAG-TN queries was 1.07 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. The average interval for receipt of AVQ_TNs during day one normal volume retesting on December 5, 2001 was

[195] The SQM Standard for pre-order queries is defined by OSS-1 of the Revised Interim Performance Metrics Version 3.0, approved by the Florida Public Service Commission on June 1, 2001, unless otherwise noted.
[196] KPMG Consulting applied an adjusted OSS-1 response timeliness benchmark of 10 seconds based on its professional judgment.

Test Reference	Evaluation Criteria	Result	Comments
			1.72 seconds. The December 2001 average interval for BellSouth retail RSAG-TN queries was 0.94 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. The average interval for receipt of AVQ_TNs during day one normal volume retesting on December 20, 2001 was 1.10 seconds. The December 2001 average interval for BellSouth retail RSAG-TN queries was 0.94 seconds. ♦ The average interval for receipt of AVQ_TNs during day two normal volume testing on January 10, 2002 was 2.43 seconds. The January 2002 average interval for BellSouth retail RSAG-TN queries was 0.95 seconds. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. The average interval for receipt of AVQ_TNs during day two normal volume retesting on January 28, 2002 was 1.16 seconds. The January 2002 average interval for BellSouth retail RSAG-TN queries was 0.95 seconds. ♦ The average interval for receipt of AVQ_TNs during peak volume testing on February 25, 2002 was

[197] KPMG Consulting used February 2002 RSAG-TN data to measure AVQ_TN response timeliness due to BellSouth abnormal parity data for RSAG-TN for March 2002-April 2002.
[198] KPMG Consulting used February 2002 RSAG-TN data to measure AVQ_TN response timeliness due to BellSouth abnormal parity data for RSAG-TN for March 2002-April 2002.
[199] KPMG Consulting used February 2002 RSAG-TN data to measure AVQ_TN response timeliness due to BellSouth abnormal parity data for RSAG-TN for March 2002-April 2002.

Test Reference	Evaluation Criteria	Result	Comments
			1.29 seconds. The February 2002 average interval for BellSouth retail RSAG-TN queries was 0.88 seconds. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. A full retest was required to accurately test BellSouth systems on expected future volume transactions. The average interval for receipt of AVQ_TNs during peak volume retesting on March 19, 2002 was 1.15 seconds. The February 2002 average interval for BellSouth retail RSAG-TN queries was 0.88 seconds[197]. ♦ The average interval for receipt of AVQ_TNs during stress volume testing on April 9, 2002 was 1.09 seconds. The February 2002 average interval for BellSouth retail RSAG-TN queries was 0.88 seconds[198]. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. The average interval for receipt of AVQ_TNs during stress volume retesting on April 25, 2002 was 1.20 seconds. The February 2002 average interval for BellSouth retail RSAG-TN queries was 0.88 seconds[199]. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-2	BellSouth's TAG interface provides timely responses to Address Validation Query (AVQ)	Satisfied	BellSouth's TAG interface provides timely responses to AVQ pre-orders. The OSS-1 SQM standard for pre-order queries is parity with retail plus two

Test Reference	Evaluation Criteria	Result	Comments
	pre-orders.		queries is parity with retail plus two seconds.[200] AVQs sent during volume testing received responses within the following timeframes: ♦ The average interval for receipt of AVQs during day one normal volume testing on August 16, 2001 was 1.47 seconds. The August 2001 average interval for BellSouth retail Regional Street Address Guide – Address (RSAG-ADDR) queries was 1.27 seconds. KPMG Consulting issued Exception 108 for untimely responses for the pre-order queries Appointment Availability Query (AAQ), AVQ, Service Availability Query (SAQ) and Telephone Number Availability Query (TNAQ) submitted via TAG. 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. Exception 108 was withdrawn. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. The average interval for receipt of AVQs during day one normal volume retesting on October 30, 2001 was 1.17 seconds. The October 2001 average interval for BellSouth retail RSAG-ADDR queries was 1.30 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one

[200] KPMG Consulting applied an adjusted OSS-1 response timeliness benchmark of 10 seconds based on its professional judgment.

Test Reference	Evaluation Criteria	Result	Comments
			normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. The average interval for receipt of AVQs during day one normal volume retesting on December 5, 2001 was 1.80 seconds. The December 2001 average interval for BellSouth retail RSAG-ADDR queries was 1.17 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. The average interval for receipt of AVQs during day one normal volume retesting on December 20, 2001 was 1.14 seconds. The December 2001 average interval for BellSouth retail RSAG-ADDR queries was 1.17 seconds. ♦ The average interval for receipt of AVQs during day two normal volume testing on January 10, 2002 was 1.56 seconds. The January 2002 average interval for BellSouth retail RSAG-ADDR queries was 1.32 seconds. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. The average interval for receipt of AVQs during day two normal volume retesting on

[201] The coding error occurred when KPMG Consulting created an AVQ output that inserted a single space for non-populated values in the INQNUM field.
[202] KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.
[203] KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.

Test Reference	Evaluation Criteria	Result	Comments
			January 28, 2002 was 1.18 seconds. The January 2002 average interval for BellSouth retail RSAG-ADDR queries was 1.32 seconds. ♦ KPMG Consulting could not measure the average interval for receipt of AVQs during peak volume testing on February 25, 2002, due to a coding error in KPMG Consulting's TAG mapping structure[201]. ♦ The average interval for receipt of AVQs during peak volume retesting on March 19, 2002 was 1.18 seconds. The January 2002 average interval for BellSouth retail RSAG-ADDR queries was 1.32 seconds[202]. ♦ The average interval for receipt of AVQs during stress volume testing on April 9, 2002 was 1.19 seconds. The January 2002 average interval for BellSouth retail RSAG-ADDR queries was 1.32 seconds[203]. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. The average interval for receipt of AVQs during stress volume retesting on April 25, 2002 was 1.38 seconds. The January 2002 average interval for BellSouth retail RSAG-ADDR queries was 1.32 seconds. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-3	BellSouth's TAG interface provides timely responses to Appointment Availability Query (AAQ) pre-orders.	Satisfied	BellSouth's TAG interface provides timely responses to AAQ pre-orders. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds.[204] AAQs sent during volume

[204] KPMG Consulting applied an adjusted OSS-1 response timeliness benchmark of 10 seconds based on its professional judgment.

Test Reference	Evaluation Criteria	Result	Comments
			testing received responses within the following timeframes: ♦ The average interval for receipt of AAQs during day one normal volume testing on August 16, 2001 was 1.45 seconds. The August 2001 average interval for BellSouth retail Direct Order Entry (DOE) Support Application (DSAP) queries was 0.67 seconds. KPMG Consulting issued Exception 108 on untimely responses for the pre-order queries AAQ, AVQ, SAQ and TNAQ submitted via TAG. 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. Exception 108 was withdrawn. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. The average interval for receipt of AAQs during day one normal volume retesting on October 30, 2001 was 1.00 second. The October 2001 average interval for BellSouth retail DSAP queries was 0.89 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. The average interval for receipt of AAQs during day one normal volume retesting on December 5, 2001 was 2.09 seconds. The December 2001 average interval for BellSouth retail DSAP queries

Test Reference	Evaluation Criteria	Result	Comments
			was 0.80 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. The average interval for receipt of AAQs during day one normal volume retesting on December 20, 2001 was 1.19 seconds. The December 2001 average interval for BellSouth retail DSAP queries was 0.80 seconds. ♦ The average interval for receipt of AAQs during day two normal volume testing on January 10, 2002 was 1.58 seconds. The January 2002 average interval for BellSouth retail DSAP queries was 0.82 seconds. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. The average interval for receipt of AAQs during day two normal volume retesting on January 28, 2002 was 1.23 seconds. The January 2002 average interval for BellSouth retail DSAP queries was 0.82 seconds. ♦ The average interval for receipt of AAQs during peak volume testing on February 25, 2002 was 1.38 seconds. The February 2002 average interval for BellSouth retail DSAP queries was 0.64 seconds. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. A full retest

Test Reference	Evaluation Criteria	Result	Comments
			was required to accurately test BellSouth systems on expected future volume transactions. The average interval for receipt of AAQs during peak volume retesting on March 19, 2002 was 1.17 seconds. The March 2002 average interval for BellSouth retail DSAP queries was 0.66 seconds. ♦ The average interval for receipt of AAQs during stress volume testing on April 9, 2002 was 1.08 seconds. The April 2002 average interval for BellSouth retail DSAP queries was 0.91 seconds. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. The average interval for receipt of AAQs during stress volume retesting on April 25, 2002 was 1.54 seconds. The April 2002 average interval for BellSouth retail DSAP queries was 0.91 seconds. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-4	BellSouth's TAG interface provides timely responses to Telephone Number Availability Query (TNAQ) pre-orders.	Satisfied	BellSouth's TAG interface provides timely responses to TNAQ pre-orders. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds.[205] TNAQs sent during volume testing received responses within the following timeframes: ♦ The average interval for receipt of TNAQs during day one normal volume testing on August 16, 2001 was 1.82 seconds. The August 2001 average interval for BellSouth retail Application for Telephone Number

[205] KPMG Consulting applied an adjusted OSS-1 response timeliness benchmark of 10 seconds based on its professional judgment.

Test Reference	Evaluation Criteria	Result	Comments
			Load Administration and Selection (ATLAS) queries was 0.68 seconds. KPMG Consulting issued Exception 108 for untimely responses for the pre-order queries AAQ, AVQ, SAQ and TNAQ submitted via TAG. 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. Exception 108 was withdrawn. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. The average interval for receipt of TNAQs during day one normal volume retesting on October 30, 2001 was 1.00 second. The October 2001 average interval for BellSouth retail ATLAS queries was 1.20 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. The average interval for receipt of TNAQs during day one normal volume retesting on December 5, 2001 was 3.14 seconds. The December 2001 average interval for BellSouth retail ATLAS queries was 1.06 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG

[206] KPMG Consulting used February 2002 ATLAS data to measure TNAQ response timeliness due to BellSouth abnormal parity data for ATLAS for March 2002.

Test Reference	Evaluation Criteria	Result	Comments
			Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. The average interval for receipt of TNAQs during day one normal volume retesting on December 20, 2001 was 1.41 seconds. The December 2001 average interval for BellSouth retail ATLAS queries was 1.06 seconds. ♦ The average interval for receipt of TNAQs during day two normal volume testing on January 10, 2002 was 1.79 seconds. The January 2002 average interval for BellSouth retail ATLAS queries was 1.09 seconds. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. The average interval for receipt of TNAQs during day two normal volume retesting on January 28, 2002 was 1.42 seconds. The January 2002 average interval for BellSouth retail ATLAS queries was 1.09 seconds. ♦ The average interval for receipt of TNAQs during peak volume testing on February 25, 2002 was 2.00 seconds. The February 2002 average interval for BellSouth retail ATLAS queries was 0.88 seconds. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. A full retest was required to accurately test BellSouth systems on expected future volume transactions. The average

Test Reference	Evaluation Criteria	Result	Comments
			interval for receipt of TNAQs during peak volume retesting on March 19, 2002 was 1.32 seconds. The March 2002 average interval for February retail ATLAS queries was 0.88 seconds[206]. ♦ The average interval for receipt of TNAQs during stress volume testing on April 9, 2002 was 1.16 seconds. The April 2002 average interval for BellSouth retail ATLAS queries was 0.86 seconds. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. The average interval for receipt of TNAQs during stress volume retesting on April 25, 2002 was 1.98 seconds. The April 2002 average interval for BellSouth retail ATLAS queries was 0.86 seconds. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-5	BellSouth's TAG interface provides timely responses to Customer Service Record Query (CSRQ) pre-orders.	Satisfied	BellSouth's TAG interface provides timely responses to CSRQ pre-orders. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds.[207] CSRQs sent during volume testing received responses within the following timeframes: ♦ The average interval for receipt of CSRQs during day one normal volume testing on August 16, 2001 was 2.59 seconds. The August 2001 average interval for BellSouth retail Hands-off Assignment Logic/Customer Records Information System (HAL/CRIS) queries was

[207] KPMG Consulting applied an adjusted OSS-1 response timeliness benchmark of 10 seconds based on its professional judgment.

Test Reference	Evaluation Criteria	Result	Comments
			1.52 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. The average interval for receipt of CSRQs during day one normal volume retesting on October 30, 2001 was 1.02 seconds. The October 2001 average interval for BellSouth retail HAL/CRIS queries was 1.65 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. The average interval for receipt of CSRQs during day one normal volume retesting on December 5, 2001 was 3.16 seconds. The December 2001 average interval for BellSouth retail HAL/CRIS queries was 7.79 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. The average interval for receipt of CSRQs during day one normal volume retesting on December 20, 2001 was 1.39 seconds. The

[208] KPMG Consulting used January 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for February 2002.
[209] KPMG Consulting used March 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for April 2002.
[210] KPMG Consulting used March 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for April 2002.

Test Reference	Evaluation Criteria	Result	Comments
			December 2001 average interval for BellSouth retail HAL/CRIS queries was 7.79 seconds. ♦ The average interval for receipt of CSRQs during day two normal volume testing on January 10, 2002 was 2.09 seconds. The January 2002 average interval for BellSouth retail HAL/CRIS queries was 7.65 seconds. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. The average interval for receipt of CSRQs during day two normal volume retesting on January 28, 2002 was 2.20 seconds. The January 2002 average interval for BellSouth retail HAL/CRIS queries was 7.65 seconds. ♦ The average interval for receipt of CSRQs during peak volume testing on February 25, 2002 was 1.96 seconds. The January 2002 average interval for BellSouth retail HAL/CRIS queries was 7.65 seconds[208]. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. A full retest was required to accurately test BellSouth systems on expected future volume transactions. The average interval for receipt of CSRQs during peak volume retesting on March 19, 2002 was 1.50 seconds. The March 2002 average interval for BellSouth retail HAL/CRIS queries was 1.18 seconds. ♦ The average interval for receipt of

Test Reference	Evaluation Criteria	Result	Comments
			CSRQs during stress volume testing on April 9, 2002 was 1.39 seconds. The March 2002 average interval for BellSouth retail HAL/CRIS queries was 1.18 seconds[209]. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. The average interval for receipt of CSRQs during stress volume retesting on April 25, 2002 was 1.50 seconds. The March 2002 average interval for BellSouth retail HAL/CRIS queries was 1.18 seconds[210]. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-6	BellSouth's TAG interface provides timely responses to Service Availability Query (SAQ) pre-orders.	Satisfied	BellSouth's TAG interface provides timely responses to SAQ pre-orders. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds.[211] SAQs sent during volume testing received responses within the following timeframes: ♦ The average interval for receipt of SAQs during day one normal volume testing on August 16, 2001 was 15.78 seconds.[212] The August 2001 average interval for BellSouth retail Obtain Available Service Information Systems (OASIS) queries was 2.14 seconds. KPMG Consulting issued Exception 108 for untimely responses for the pre-order queries AAQ, AVQ, SAQ and TNAQ

[211] KPMG Consulting applied an adjusted OSS-1 response timeliness benchmark of 10 seconds based on its professional judgment.

[212] Following the August 16, 2001 test, KPMG Consulting noted that the SAQs used during the volume test queried all possible features, rather than querying for a specific feature class. Queries by specific feature class are more common in TAG commercial usage. The SAQ problem was corrected for subsequent tests. The results for SAQ queries for the August 16, 2001 volume test are presented for illustrative purposes only.

Test Reference	Evaluation Criteria	Result	Comments
			submitted via TAG. 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. Exception 108 was withdrawn. ♦ The average interval for receipt of SAQs during day one normal volume retesting on October 30, 2001 was 1.00 second. The October 2001 average interval for BellSouth retail OASIS queries was 2.87 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. The average interval for receipt of SAQs during day one normal volume retesting on December 5, 2001 was 2.84 seconds. The December 2001 average interval for BellSouth retail OASIS queries was 2.77 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. The average interval for receipt of SAQs during day one normal volume retesting on December 20, 2001 was 1.49 seconds. The December 2001 average interval for BellSouth retail OASIS queries was 2.77 seconds. ♦ The average interval for receipt of SAQs during day two normal volume testing on January 10, 2002 was 2.40

[213] KPMG Consulting used January 2002 OASIS data to measure SAQ response timeliness due to BellSouth abnormal parity data for OASIS for February 2002.

Test Reference	Evaluation Criteria	Result	Comments
			seconds. The January 2002 average interval for BellSouth retail OASIS queries was 2.68 seconds. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. The average interval for receipt of SAQs during day two normal volume retesting on January 28, 2002 was 1.23 seconds. The January 2002 average interval for BellSouth retail OASIS queries was 2.68 seconds. ♦ The average interval for receipt of SAQs during peak volume testing on February 25, 2002 was 1.79 seconds. The January 2002 average interval for BellSouth retail OASIS queries was 2.68 seconds[213]. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. The average interval for receipt of SAQs during peak volume retesting on March 19, 2002 was 1.20 seconds. The March 2002 average interval for BellSouth retail OASIS queries was 2.46 seconds. ♦ The average interval for receipt of SAQs during stress volume testing on April 9, 2002 was 1.49 seconds. The April 2002 average interval for BellSouth retail OASIS queries was 2.37 seconds. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a

Test Reference	Evaluation Criteria	Result	Comments
			failure on another criterion. The average interval for receipt of SAQs during stress volume retesting on April 25, 2002 was 2.76 seconds. The April 2002 average interval for BellSouth retail OASIS queries was 2.37 seconds. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-7	BellSouth's TAG interface provides timely responses to Loop Make-up (LMU) pre-orders.	Satisfied	BellSouth's TAG interface provides timely responses to LMU pre-orders. The PO-2 SQM standard for LMU pre-order queries is 95% received within one minute.[214] LMUs sent during volume testing received responses within the following timeframes: ♦ LMUs were not sent during day one normal volume testing on August 16, 2001.[215] ♦ 99.59% (731 of 734) of LMUs sent during day one normal volume retesting on October 30, 2001 received responses within one minute. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. 98.63% (646 of 655) of LMUs sent during day one normal volume retesting on December 5, 2001 received responses within one minute. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one

[214] The SQM Standard for LMU pre-order queries is defined by PO-2 of the Revised Interim Performance Metrics Version 3, approved by the Florida Public Service Commission on June 1, 2001. The LMU results are presented in a format consistent with PO-2.
[215] Electronic LMU was introduced in Release 10.0 on September 29, 2001.

Test Reference	Evaluation Criteria	Result	Comments
			normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 99.32% (732 of 737) of LMUs sent during day one normal volume retesting on December 20, 2001 received responses within one minute. ♦ 98.35% (598 of 608) of LMUs sent during day two normal volume testing on January 10, 2002 received responses within one minute. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. 99.86% (745 of 746) of LMUs sent during day two normal volume retesting on January 28, 2002 received responses within one minute. ♦ 77.13% (850 of 1,102) of LMUs sent during peak volume testing on February 25, 2002 received responses within one minute. ♦ 95.97% (1,334 of 1,390) of LMUs sent during peak volume retesting on March 19, 2002 received responses within one minute. ♦ 98.13% (893 of 910) of LMUs sent during stress volume testing on April 9, 2002 received responses within one minute. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. 76.39% (673 of 881) of LMUs sent during stress volume retesting on April 25, 2002 received responses within one

Test Reference	Evaluation Criteria	Result	Comments
			minute. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-8	BellSouth's TAG interface provides timely responses to Parsed Customer Service Record Query (PCSRQ) pre-orders.	Satisfied	BellSouth's TAG interface provides timely responses to PCSRQ pre-orders. KPMG Consulting applied a benchmark of 10 seconds for response to PCSRQ. BellSouth's systems provided the following results during volume testing: PCSRQs sent during volume testing[216] received responses within the following timeframes: ♦ The average interval for receipt of PCSRQs during stress volume testing on April 9, 2002 was 10.47 seconds. The March 2002 average interval for BellSouth retail HAL/CRIS queries was 1.18 seconds[217]. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. The average interval for receipt of PCSRQs during stress volume retesting on April 25, 2002 was 20.43 seconds. The March 2002 average interval for BellSouth retail HAL/CRIS queries was 1.18 seconds[218]. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-9	BellSouth's LENS interface provides timely responses to Address Validation Query by	Satisfied	BellSouth's LENS interface provides timely responses to AVQ_TN pre-orders. The OSS-1 SQM standard for pre-order

[216] PCSRQ was introduced in Release 10.3 on January 5, 2002. The pre-order was added to the scope of the test in March 2002 and tested during stress volume tests only.
[217] KPMG Consulting used March 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for April 2002.
[218] KPMG Consulting used March 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for April 2002.

Test Reference	Evaluation Criteria	Result	Comments
	Validation Query by Telephone Number (AVQ_TN) pre-orders.		queries is parity with retail plus two seconds.[219] AVQ_TNs sent during volume testing received responses within the following timeframes: ♦ The average interval for receipt of AVQ_TNs during day one normal volume testing on August 16, 2001 was 6.01 seconds. The August 2001 average interval for BellSouth retail RSAG-TN queries was 0.95 seconds. ♦ The average interval for receipt of AVQ_TNs during day one normal volume retesting on October 30, 2001 was 9.44 seconds. The October 2001 average interval for BellSouth retail RSAG-TN queries was 1.07 seconds. ♦ The average interval for receipt of AVQ_TNs during day one normal volume retesting on December 5, 2001 was 4.98 seconds. The December 2001 average interval for BellSouth retail RSAG-TN queries was 0.94 seconds. ♦ The average interval for receipt of AVQ_TNs during day one normal volume retesting on December 20, 2001 was 2.91 seconds. The December 2001 average interval for BellSouth retail RSAG-TN queries was 0.94 seconds. ♦ The average interval for receipt of AVQ_TNs during day two normal volume testing on January 10, 2002 was 2.92 seconds. The January 2002 average interval for BellSouth retail RSAG-TN queries was 0.95 seconds. ♦ Although this criterion showed a

[219] KPMG Consulting applied an adjusted OSS-1 response timeliness benchmark of 10 seconds based on its professional judgment.
[220] KPMG Consulting used February 2002 RSAG-TN data to measure AVQ_TN response timeliness due to BellSouth abnormal parity data for RSAG-TN for March 2002-April 2002.
[221] KPMG Consulting used February 2002 RSAG-TN data to measure AVQ_TN response timeliness due to BellSouth abnormal parity data for RSAG-TN for March 2002-April 2002.
[222] KPMG Consulting used February 2002 RSAG-TN data to measure AVQ_TN response timeliness due to BellSouth abnormal parity data for RSAG-TN for March 2002-April 2002.

Test Reference	Evaluation Criteria	Result	Comments
			satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. The average interval for receipt of AVQ_TNs during day two normal volume retesting on January 28, 2002 was 2.59 seconds. The January 2002 average interval for BellSouth retail RSAG-TN queries was 0.95 seconds. ♦ The average interval for receipt of AVQ_TNs during peak volume testing on February 25, 2002 was 6.68 seconds. The February 2002 average interval for BellSouth retail RSAG-TN queries was 0.88 seconds. ♦ The average interval for receipt of AVQ_TNs during peak volume retesting on March 19, 2002 was 2.54 seconds. The February 2002 average interval for BellSouth retail RSAG-TN queries was 0.88 seconds[220]. ♦ The average interval for receipt of AVQ_TNs during stress volume testing on April 9, 2002 was 3.69 seconds. The February 2002 average interval for BellSouth retail RSAG-TN queries was 0.88 seconds[221]. ♦ The average interval for receipt of AVQ_TNs during stress volume retesting on April 25, 2002 was 4.99 seconds. The February 2002 average interval for BellSouth retail RSAG-TN queries was 0.88 seconds[222]. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-10	BellSouth's LENS interface provides timely responses to Address Validation Query (AVQ)	Satisfied	BellSouth's LENS interface provides timely responses to AVQ pre-orders. The OSS-1 SQM standard for pre-order queries is parity with retail plus two

Test Reference	Evaluation Criteria	Result	Comments
	pre-orders.		queries is parity with retail plus two seconds.[223] AVQs sent during volume testing received responses within the following timeframes: ♦ The average interval for receipt of AVQs during day one normal volume testing on August 16, 2001 was 4.18 seconds. The August 2001 average interval for BellSouth retail RSAG-ADDR queries was 1.27 seconds. ♦ The average interval for receipt of AVQs during day one normal volume retesting on October 30, 2001 was 8.69 seconds. The October 2001 average interval for BellSouth retail RSAG-ADDR queries was 1.30 seconds. ♦ The average interval for receipt of AVQs during day one normal volume retesting on December 5, 2001 was 4.28 seconds. The December 2001 average interval for BellSouth retail RSAG-ADDR queries was 1.17 seconds. ♦ The average interval for receipt of AVQs during day one normal volume retesting on December 20, 2001 was 2.00 seconds. The December 2001 average interval for BellSouth retail RSAG-ADDR queries was 1.17 seconds. ♦ The average interval for receipt of AVQs during day two normal volume testing on January 10, 2002 was 2.11 seconds. The January 2002 average interval for BellSouth retail RSAG-ADDR queries was 1.32 seconds. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28,

[223] KPMG Consulting applied an adjusted OSS-1 response timeliness benchmark of 10 seconds based on its professional judgment.

Test Reference	Evaluation Criteria	Result	Comments
			2002, to retest Exception 137, which was written due to a failure on another criterion. The average interval for receipt of AVQs during day two normal volume retesting on January 28, 2002 was 2.06 seconds. The January 2002 average interval for BellSouth retail RSAG-ADDR queries was 1.32 seconds. ♦ The average interval for receipt of AVQs during peak volume testing on February 25, 2002 was 2.54 seconds. The January 2002 average interval for BellSouth retail RSAG-ADDR queries was 1.32 seconds[224]. ♦ The average interval for receipt of AVQs during peak volume retesting on March 19, 2002 was 1.70 seconds. The January 2002 average interval for BellSouth retail RSAG-ADDR queries was 1.32 seconds[225]. ♦ The average interval for receipt of AVQs during stress volume testing on April 9, 2002 was 3.18 seconds. The January 2002 average interval for BellSouth retail RSAG-ADDR queries was 1.32 seconds[226]. ♦ The average interval for receipt of AVQs during stress volume retesting on April 25, 2002 was 4.93 seconds. The January 2002 average interval for BellSouth retail RSAG-ADDR queries was 1.32 seconds[227]. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-11	BellSouth's LENS interface provides timely responses to Estimate Due	Satisfied	BellSouth's LENS interface provides timely responses to EDD pre-orders.

[224] KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.
[225] KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.
[226] KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.
[227] KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.

Test Reference	Evaluation Criteria	Result	Comments
	responses to Estimate Due Date (EDD) pre-orders.		The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds.[228] EDDs sent during volume testing received responses within the following timeframes: ♦ The average interval for receipt of EDDs during day one normal volume testing on August 16, 2001 was 5.38 seconds. The August 2001 average interval for BellSouth retail DSAP queries was 0.67 seconds. ♦ The average interval for receipt of EDDs during day one normal volume retesting on October 30, 2001 was 7.74 seconds. The October 2001 average interval for BellSouth retail DSAP queries was 0.89 seconds. ♦ The average interval for receipt of EDDs during day one normal volume retesting on December 5, 2001 was 6.33 seconds. The December 2001 average interval for BellSouth retail DSAP queries was 0.80 seconds. ♦ The average interval for receipt of EDDs during day one normal volume retesting on December 20, 2001 was 3.93 seconds. The December 2001 average interval for BellSouth retail DSAP queries was 0.80 seconds. ♦ The average interval for receipt of EDDs during day two normal volume testing on January 10, 2002 was 7.00 seconds. The January 2002 average interval for BellSouth retail DSAP queries was 0.82 seconds. ♦ The average interval for receipt of EDDs during day two normal volume retesting on January 28, 2002 was 4.13 seconds. The January 2002 average interval for BellSouth retail DSAP queries was 0.82 seconds. ♦ The average interval for receipt of EDDs during peak volume testing on

[228] KPMG Consulting applied an adjusted OSS-1 response timeliness benchmark of 10 seconds based on its professional judgment.

Test Reference	Evaluation Criteria	Result	Comments
			February 25, 2002 was 6.02 seconds. The February 2002 average interval for BellSouth retail DSAP queries was 0.64 seconds. ♦ The average interval for receipt of EDDs during peak volume testing on March 19, 2002 was 3.56 seconds. The March 2002 average interval for BellSouth retail DSAP queries was 0.66 seconds. ♦ The average interval for receipt of EDDs during stress volume testing on April 9, 2002 was 5.32 seconds. The April 2002 average interval for BellSouth retail DSAP queries was 0.91 seconds. ♦ The average interval for receipt of EDDs during stress volume retesting on April 25, 2001 was 4.81 seconds. The April average interval for BellSouth retail DSAP queries was 0.91 seconds. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-12	BellSouth's LENS interface provides timely responses to Telephone Number Availability Query (TNAQ) pre-orders.	Satisfied	BellSouth's LENS interface provides timely responses to TNAQ pre-orders. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds.[229] TNAQs sent during volume testing received responses within the following timeframes: ♦ The average interval for receipt of TNAQs during day one normal volume testing on August 16, 2001 was 1.74 seconds. The August 2001 average interval for BellSouth retail ATLAS queries was 0.68 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30,

[229] KPMG Consulting applied an adjusted OSS-1 response timeliness benchmark of 10 seconds based on its professional judgment.

Test Reference	Evaluation Criteria	Result	Comments
			2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. The average interval for receipt of TNAQs during day one normal volume retesting on October 30, 2001 was 5.29 seconds. The October 2001 average interval for BellSouth retail ATLAS queries was 1.20 seconds. ♦ The average interval for receipt of TNAQs during day one normal volume retesting on December 5, 2001 was 3.96 seconds. The December 2001 average interval for BellSouth retail ATLAS queries was 1.06 seconds. ♦ The average interval for receipt of TNAQs during day one normal volume retesting on December 20, 2001 was 2.13 seconds. The December 2001 average interval for BellSouth retail ATLAS queries was 1.06 seconds. ♦ The average interval for receipt of TNAQs during day two normal volume testing on January 10, 2002 was 1.91 seconds. The January 2002 average interval for BellSouth retail ATLAS queries was 1.09 seconds. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. The average interval for receipt of TNAQs during day two normal volume retesting on January 28, 2002 was 1.33 seconds. The January 2002 average interval for BellSouth retail ATLAS queries was 1.09 seconds.

[230] KPMG Consulting used February 2002 ATLAS data to measure TNAQ response timeliness due to BellSouth abnormal parity data for ATLAS for March 2002.

Test Reference	Evaluation Criteria	Result	Comments
			♦ The average interval for receipt of TNAQs during peak volume testing on February 25, 2002 was 2.46 seconds. The February 2002 average interval for BellSouth retail ATLAS queries was 0.88 seconds. ♦ The average interval for receipt of TNAQs during peak volume retesting on March 19, 2002 was 1.62 seconds. The February 2002 average interval for BellSouth retail ATLAS queries was 0.88 seconds[230]. ♦ The average interval for receipt of TNAQs during stress volume testing on April 9, 2002 was 3.36 seconds. The April 2002 average interval for BellSouth retail ATLAS queries was 0.86 seconds. ♦ The average interval for receipt of TNAQs during stress volume retesting on April 25, 2002 was 4.20 seconds. The April 2002 average interval for BellSouth retail ATLAS queries was 0.86 seconds. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-13	BellSouth's LENS interface provides timely responses to Customer Service Record Query (CSRQ) pre-orders.	Satisfied	BellSouth's LENS interface provides timely responses to CSRQ pre-orders. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds.[231] CSRQs sent during volume testing received responses within the following timeframes: ♦ The average interval for receipt of CSRQs during day one normal volume testing on August 16, 2001 was 2.43 seconds. The August 2001 average interval for BellSouth retail HAL/CRIS queries was 1.52 seconds. ♦ Although this criterion showed a

[231] KPMG Consulting applied an adjusted OSS-1 response timeliness benchmark of 10 seconds based on its professional judgment.

Test Reference	Evaluation Criteria	Result	Comments
			satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. The average interval for receipt of CSRQs during day one normal volume retesting on October 30, 2001 was 4.93 seconds. The October 2001 average interval for BellSouth retail HAL/CRIS queries was 1.65 seconds. ♦ The average interval for receipt of CSRQs during day one normal volume retesting on December 5, 2001 was 5.18 seconds. The December 2001 average interval for BellSouth retail HAL/CRIS queries was 7.79 seconds. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. The average interval for receipt of CSRQs during day one normal volume retesting on December 20, 2001 was 2.23 seconds. The December 2001 average interval for BellSouth retail HAL/CRIS queries was 7.79 seconds. ♦ The average interval for receipt of CSRQs during day two normal volume testing on January 10, 2002 was 2.52 seconds. The January 2002 average interval for BellSouth retail HAL/CRIS queries was 7.65

[232] KPMG Consulting used January 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for February 2002.
[233] KPMG Consulting used March 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for April 2002.
[234] KPMG Consulting used March 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for April 2002.

Test Reference	Evaluation Criteria	Result	Comments
			seconds. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. The average interval for receipt of CSRQs during day two normal volume retesting on January 28, 2002 was 2.69 seconds. The January 2002 average interval for BellSouth retail HAL/CRIS queries was 7.65 seconds. ♦ The average interval for receipt of CSRQs during peak volume testing on February 25, 2002 was 3.11 seconds. The January 2002 average interval for BellSouth retail HAL/CRIS queries was 1.32 seconds[232]. ♦ The average interval for receipt of CSRQs during peak volume retesting on March 19, 2002 was 1.72 seconds. The March 2002 average interval for BellSouth retail HAL/CRIS queries was 1.18 seconds. ♦ The average interval for receipt of CSRQs during stress volume testing on April 9, 2002 was 2.38 seconds. The March 2002 average interval for BellSouth retail HAL/CRIS queries was 1.18 seconds[233]. ♦ The average interval for receipt of CSRQs during stress volume retesting on April 25, 2002 was 2.87 seconds. The March 2002 average interval for BellSouth retail HAL/CRIS queries was 1.18 seconds[234]. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
TVV2-3-14	BellSouth's LENS interface provides timely responses to Service	Satisfied	BellSouth's LENS interface provides timely responses to SAQ and View PIC/LPIC pre-orders.

Test Reference	Evaluation Criteria	Result	Comments
	Availability Query (SAQ) and View Primary Interexchage Carrier (PIC)/ Local Primary Interexchange Carrier (LPIC) pre-orders.		PIC/LPIC pre-orders. The OSS-1 SQM standard for pre-order queries is parity with retail plus two seconds.[235] SAQs sent during volume testing received responses within the following timeframes: ♦ The average interval for receipt of SAQs during day one normal volume testing on August 16, 2001 was 6.05 seconds. The August 2001 average interval for BellSouth retail OASIS queries was 2.14 seconds. ♦ The average interval for receipt of SAQs during day one normal volume retesting on October 30, 2001 was 9.82 seconds. The October 2001 average interval for BellSouth retail OASIS queries was 2.87 seconds. ♦ The average interval for receipt of SAQs during day one normal volume retesting on December 5, 2001 was 9.72 seconds. The December 2001 average interval for BellSouth retail OASIS queries was 2.77 seconds. ♦ The average interval for receipt of SAQs during day one normal volume retesting on December 20, 2001 was 6.40 seconds. The December 2001 average interval for BellSouth retail OASIS queries was 2.77 seconds. ♦ The average interval for receipt of SAQs during day two normal volume testing on January 10, 2002 was 5.80 seconds. The January 2002 average interval for BellSouth retail OASIS queries was 2.68 seconds. ♦ The average interval for receipt of SAQs during day two normal volume retesting on January 28, 2002 was 3.53 seconds. The January 2002 average interval for BellSouth retail OASIS queries was 2.68 seconds.

[235] KPMG Consulting applied an adjusted OSS-1 response timeliness benchmark of 10 seconds based on its professional judgment.

Test Reference	Evaluation Criteria	Result	Comments
			♦ The average interval for receipt of SAQs during peak volume testing on February 25, 2002 was 7.06 seconds. The January 2002 average interval for retail OASIS queries was 2.68 seconds[236]. ♦ The average interval for receipt of SAQs during peak volume retesting on March 19, 2002 was 2.94 seconds. The March 2002 average interval for BellSouth retail OASIS queries was 2.46 seconds. ♦ The average interval for receipt of SAQs during stress volume testing on April 9, 2002 was 7.22 seconds. The April 2002 average interval for BellSouth retail OASIS queries was 2.37 seconds. ♦ The average interval for receipt of SAQs during stress volume retesting on April 25, 2002 was 6.53 seconds. The April 2002 average interval for BellSouth retail OASIS queries was 2.37 seconds. See Tables 2-8 through 2-27 for additional details on pre-order response timeliness.
Presence of Order Functionality – Volume Performance Test			
TVV2-4-1	BellSouth's EDI interface provides Functional Acknowledgements (FA).	Satisfied	BellSouth's EDI interface provides FAs. KPMG Consulting applied a benchmark of 99% for receipt of FAs over the EDI interface. BellSouth's system provided the following results during volume testing: ♦ 99.23% (9,250 of 9,322) of order requests sent during day one normal volume testing on August 16, 2001 received FAs. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one

[236] KPMG Consulting used January 2002 OASIS data to measure SAQ response timeliness due to BellSouth abnormal parity data for OASIS for February 2002.

Test Reference	Evaluation Criteria	Result	Comments
			normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. 99.23% (10,346 of 10,426) of order requests sent during day one normal volume retesting on October 30, 2001 received FAs. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. 100% (10,875 of 10,875) of order requests sent during day one normal volume retesting on December 5, 2001 received FAs. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 100% (11,597 of 11,597) of order requests sent during day one normal volume retesting on December 20, 2001 received FAs. ♦ 100% (11,589 of 11,589) of order requests sent during day two normal volume testing on January 10, 2002 received FAs. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. 100% (11,593 of 11,593) of order requests sent during day two normal volume retesting on January 28, 2002 received FAs. ♦ 99.76% (19,571 of 19,618) of order requests sent during peak volume

Test Reference	Evaluation Criteria	Result	Comments
			testing on February 25, 2002 received FAs. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. 100% (20,408 of 20,408) of order requests sent during peak volume retesting on March 19, 2002 received FAs. ♦ 100% (9,918 of 9,918) of order requests sent during stress volume testing on April 9, 2002 received FAs. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. 100% (11,929 of 11,929) of order requests sent during stress volume retesting on April 25, 2002 received FAs. See Table 2-28 for additional details on EDI FAs.
TVV2-4-2	BellSouth's TAG interface provides Functional Acknowledgements (FAs) or synchronous fatal rejects (ERRs) as expected.	Satisfied	BellSouth's TAG interface provides FAs or synchronous ERRs as expected. KPMG Consulting applied a benchmark of 99% for receipt of FAs over the TAG interface. BellSouth's system provided the following results during volume testing: ♦ 100% (100 of 100) of order requests sent during day one normal volume testing on August 16, 2001 received FAs or synchronous ERRs. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to

Test Reference	Evaluation Criteria	Result	Comments
			failures on other criteria. 97.89% (93 of 95)[237] of order requests sent during day one normal volume retesting on October 30, 2001 received FAs or synchronous ERRs. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. 96.25% (77 of 80) of order requests sent during day one normal volume retesting on December 5, 2001 received FAs or synchronous ERRs[238]. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 98.00% (98 of 100)[239] of order requests sent during day one normal volume retesting on December 20, 2001 received FAs or synchronous ERRs. ♦ 99.00% (99 of 100) of order requests sent during day two normal volume testing on January 10, 2002 received FAs or synchronous ERRs. ♦ Although this criterion showed a

[237] Although the test percentage is below the benchmark of 99%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. 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 0.2456, above the 0.0500 cut-off for a statistical conclusion of failure.

[238] KPMG Consulting experienced multiple outages of its TAG client software during December 5, 2001 testing. A synchronous TAG response is not received if an outage occurs during a transaction "handshake". Since the missing synchronous responses correspond with outages, KPMG Consulting concluded that client-side outages are the cause of the missing responses.

[239] Although the test percentage is below the benchmark of 99%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. 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 0.2642, above the 0.0500 cut-off for a statistical conclusion of failure.

Test Reference	Evaluation Criteria	Result	Comments
			satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. 98.99% (98 of 99)[240] of order requests sent during day two normal volume retesting on January 28, 2002 received FAs or synchronous ERRs. ♦ 99.40% (334 of 336) of order requests sent during peak volume testing on February 25, 2002 received FAs or synchronous ERRs. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. 100% (151 of 151) of order requests sent during peak volume retesting on March 19, 2002 received FAs or synchronous ERRs. ♦ 100% (286 of 286) of order requests sent during stress volume testing on April 9, 2002 received FAs or synchronous ERRs. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. 100% (277 of 277) of order requests sent during stress volume retesting on April 25, 2002 received FAs or synchronous ERRs. See Table 2-31 for additional details on

[240] Although the test percentage is below the benchmark of 99%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. 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 0.6303, above the 0.0500 cut-off for a statistical conclusion of failure.

Test Reference	Evaluation Criteria	Result	Comments
			TAG FAs.
TVV2-4-3	BellSouth's EDI interface provides Fully Mechanized (FM) Firm Order Confirmations (FOC), Errors, and Clarifications (ERRs/CLRs).	Satisfied	BellSouth's EDI interface provides FM FOCs and ERRs/CLRs. KPMG Consulting applied a benchmark of 99% for receipt of FM FOCs and ERRs/CLRs over the EDI interface. BellSouth's system provided the following results during volume testing: ♦ 91.80% (7,989 of 8,703) of order requests sent during day one normal volume testing on August 16, 2001 received FM FOCs and ERRs/CLRs. Based on the results of August 16, 2001 testing, KPMG Consulting issued Exception 99. The exception noted that BellSouth's EDI interface did not provide responses to all submitted orders. BellSouth's response indicated that Purchase Order Numbers (PONs) fell out for manual handling due to two defects, including a Product/Services Inventory Management System (PSIMS)defect and a calculate due date defect. PONs also fell out due to transient system problems and backend system unavailability. ♦ Following BellSouth's implementation of defect corrections, KPMG Consulting retested on October 30, 2001. 99.55% (10,113 of 10,159) of order requests sent during day one normal volume retesting on October 30, 2001 received FM FOCs and ERRs/CLRs. KPMG Consulting closed Exception 99. ♦ Although this criterion showed a satisfactory result during day one normal volume retesting on October 30, 2001, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. 99.07% (10,708 of 10,809) of order requests sent during day one normal volume retesting on December 5, 2001 received FM

Test Reference	Evaluation Criteria	Result	Comments
			FOCs and ERRs/CLRs. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 99.50% (11,502 of 11,560) of order requests sent during day one normal volume retesting on December 20, 2001 received FM FOCs and ERRs/CLRs. ♦ 98.32% (11,325 of 11,518) of order requests sent during day two normal volume testing on January 10, 2002 received FM FOCs and ERRs/CLRs. Based on the results of January 10, 2002 testing, KPMG Consulting issued Exception 137. The exception noted that BellSouth's EDI interface did not provide responses to all submitted orders. BellSouth's response indicated that 187 PONs did not receive flow-through responses due to network element saturation in one of BellSouth's data centers. Six of the PONs were affected by transient backend system processing errors. BellSouth's response indicated that the problem was corrected by adding additional capacity to the network element. ♦ Based on BellSouth's network repair, KPMG Consulting retested on January 28, 2002. 99.95% (11,517 of 11,523) of order requests sent during day two normal volume retesting on January 28, 2002 received FM FOCs and ERRs/CLRs. KPMG Consulting closed Exception 137. ♦ 99.03% (18,537 of 18,719) of order requests sent during peak volume testing on February 25, 2002 received FM FOCs and ERRs/CLRs. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG

Test Reference	Evaluation Criteria	Result	Comments
			Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. 99.77% (20,282 of 20,329) of order requests sent during peak volume retesting on March 19, 2002 received FM FOCs and ERRs/CLRs. ♦ 95.50% (9,248 of 9,684) of order requests sent during stress volume testing on April 9, 2002 received FM FOCs and ERRs/CLRs. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. 99.89% (11,665 of 11,678) of order requests sent during stress volume retesting[241] on April 25, 2002 received FM FOCs and ERRs/CLRs. See Tables 2-29 and 2-30 for additional details on EDI FOCs and ERR/CLRs.
TVV2-4-4	BellSouth's TAG interface provides Fully Mechanized (FM) Firm Order Confirmations (FOC), Errors, and Clarifications (ERRs/CLRs).	Satisfied	BellSouth's TAG interface provides FM FOCs and ERRs/CLRs. KPMG Consulting applied a benchmark of 99% for receipt of FM FOCs and ERRs/CLRs over the TAG interface. BellSouth's system provided the following results during volume testing: ♦ 97.78% (88 of 90) of order requests sent during day one normal volume testing on August 16, 2001 received FM FOCs and ERRs/CLRs. Based on the results of August 16, 2001 testing, KPMG Consulting issued Exception 107. The exception noted that BellSouth's TAG interface did not provide responses to all orders. BellSouth's response indicated that PONs fell out for manual handling due to a

[241] KPMG Consulting did not retest based on the results of the stress test. Results of subsequent testing are provided for informational purposes only.

Test Reference	Evaluation Criteria	Result	Comments
			PSIMS defect. ♦ Following BellSouth's implementation of defect corrections, KPMG Consulting retested on October 30, 2001. 98.92% (92 of 93)[242] of order requests sent during day one normal volume retesting on October 30, 2001 received FM FOCs and ERRs/CLRs. KPMG Consulting closed Exception 107. ♦ Although this criterion showed a satisfactory result during day one normal volume retesting on October 30, 2001, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. 100% (77 of 77) of order requests sent during day one normal volume retesting on December 5, 2001 received FM FOCs and ERRs/CLRs. ♦ Although this criterion showed a satisfactory result during day one normal volume retesting, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 100% (97 of 97) of order requests sent during day one normal volume retesting on December 20, 2001 received FM

[242] Although the test percentage is below the benchmark of 99%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. 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 0.6073, above the 0.0500 cut-off for a statistical conclusion of failure.
[243] Although the test percentage is below the benchmark of 99%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. 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 0.6228, above the 0.0500 cut-off for a statistical conclusion of failure.
[244] Although the test percentage is below the benchmark of 99%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. 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 0.6228, above the 0.0500 cut-off for a statistical conclusion of failure.

Test Reference	Evaluation Criteria	Result	Comments
			FOCs and ERRs/CLRs. ♦ 98.97% (96 of 97)[243] of order requests sent during day two normal volume testing on January 10, 2002 received FM FOCs and ERRs/CLRs. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. 98.97% (96 of 97)[244] of order requests sent during day two normal volume retesting on January 28, 2002 received FM FOCs and ERRs/CLRs. ♦ 99.38% (320 of 322) of order requests sent during peak volume testing on February 25, 2002 received FM FOCs and ERRs/CLRs. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. 100% (146 of 146) of order requests sent during peak volume retesting on March 19, 2002 received FM FOCs and ERRs/CLRs. ♦ 96.03% (266 of 277) of order requests sent during stress volume testing on April 9, 2002 received FM FOCs and ERRs/CLRs. ♦ 100% (260 of 260) of order requests sent during stress volume retesting on April 25, 2002 received FM FOCs and ERRs/CLRs. See Tables 2-32 and 2-33 for additional details on TAG FOCs and ERR/CLRs.
TVV2-4-5	BellSouth's LENS interface provides Fully Mechanized (FM) Firm Order Confirmations	Satisfied	BellSouth's LENS interface provides FM FOCs and ERRs/CLRs. KPMG Consulting applied a benchmark of 99% for receipt of FM FOCs and

Test Reference	Evaluation Criteria	Result	Comments
	(FOC), Errors, and Clarifications (ERRs/CLRs).		of 99% for receipt of FM FOCs and ERRs/CLRs over the LENS interface. BellSouth's system provided the following results during volume testing: ♦ 100% (100 of 100) of order requests sent during day one normal volume testing on August 16, 2001 received FM FOCs and ERRs/CLRs. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. 100% (100 of 100) of order requests sent during day one normal volume retesting on October 30, 2001 received FM FOCs and ERRs/CLRs. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. 97.98% (97 of 99)[245] of order requests sent during day one normal volume retesting on December 5, 2001 received FM FOCs and ERRs/CLRs. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 100% (95 of 95) of order requests sent during day one normal volume retesting on

[245] Although the test percentage is below the benchmark of 99%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. 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 0.2605, above the 0.0500 cut-off for a statistical conclusion of failure.

Test Reference	Evaluation Criteria	Result	Comments
			December 20, 2001 received FM FOCs and ERRs/CLRs. ♦ 100% (96 of 96) of order requests sent during day two normal volume testing on January 10, 2002 received FM FOCs and ERRs/CLRs. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. 98.97% (97 of 98) [246] of order requests sent during day two normal volume retesting on January 28, 2002 FM FOCs and ERRs/CLRs. ♦ 100% (1,876 of 1,876) of order requests sent during peak volume testing on February 25, 2002 FM FOCs and ERRs/CLRs. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. 100% (2,445 of 2,445) of order requests sent during peak volume retesting on March 19, 2002 FM FOCs and ERRs/CLRs. ♦ 99.30% (3,853 of 3,880) of order requests sent during stress volume testing on April 9, 2002 FM FOCs and ERRs/CLRs. ♦ 99.84% (4,978 of 4,986) of order requests sent during stress volume retesting on April 25, 2002 FM FOCs

[246] Although the test percentage is below the benchmark of 99%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. 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 0.6265, above the 0.0500 cut-off for a statistical conclusion of failure.

Test Reference	Evaluation Criteria	Result	Comments
			and ERRs/CLRs. See Tables 2-34 and 2-35 for additional details on LENS FOCs and ERR/CLRs.
TVV2-4-6	BellSouth's Manual Order process provides Firm Order Confirmations, Errors, and Clarifications.	Satisfied	BellSouth's Manual Order process provides Firm Order Confirmations, Errors, and Clarifications. KPMG Consulting applied a benchmark of 99% for receipt of FOCs and ERRs/CLRs using the manual ordering process. BellSouth's manual ordering process provided the following results during volume testing: ♦ 85.19% (46 of 54) of order requests sent during day one normal volume testing on May 23, 2001 received FOCs and ERRs/CLRs. ♦ 83.33% (45 of 54) of order requests sent during day two normal volume testing on May 31, 2001 received FOCs and ERRs/CLRs. Based on the results of testing on May 23, 2001 and May 31, 2001, KPMG Consulting issued Exception 72. The exception noted that BellSouth's manual ordering process did not provide responses to all orders. BellSouth's response to Exception 72 indicated that employee errors were the cause of the missing responses. The errors included faxes returned to an incorrect phone number and incoming faxes not being logged and processed in the LCSC. BellSouth indicated that LCSC managers provided training to employees to prevent recurrence of the errors. ♦ Based on BellSouth's response, KPMG Consulting initiated a retest. During retesting, 79.63% (43 of 54) of order requests sent during day one normal volume retesting on August 28, 2001 received FOCs and ERRs/CLRs. KPMG Consulting issued Amended Exception 72. BellSouth responded that KPMG Consulting did not receive several responses due to LCSC employee error.

Test Reference	Evaluation Criteria	Result	Comments
			BellSouth indicated that LCSC managers provided training to employees to prevent recurrence of the errors. ♦ Based on BellSouth's response, KPMG Consulting initiated a second retest. During retesting, 79.63% (43 of 54) of order requests sent during day one normal volume retesting on October 16, 2001 received FOCs and ERRs/CLRs. KPMG Consulting issued Second Amended Exception 72. BellSouth responded that KPMG Consulting did not receive several responses due to LCSC employee error. BellSouth indicated that LCSC managers provided training to employees to prevent recurrence of the errors. ♦ Based on BellSouth's response, KPMG Consulting initiated a third retest. During retesting, 92.59% (50 of 54) of order requests sent during day one normal volume retesting on December 10, 2001 received FOCs and ERRs/CLRs. KPMG Consulting issued Third Amended Exception 72. BellSouth responded that KPMG Consulting did not receive several responses due to LCSC employee error. BellSouth indicated that a software change was implemented on January 28, 2002, to remove an option on the LCSC application that led to the incorrect employee handling of manual orders. ♦ Based on BellSouth's response, KPMG Consulting initiated a fourth retest. 100% (54 of 54) of order requests sent during day one normal volume retesting on January 29, 2002 received FOCs and ERRs/CLRs. Exception 72 was closed. ♦ Although this criterion showed a satisfactory result during manual day one normal volume retesting on January 29, 2002, KPMG Consulting conducted a manual day one normal volume retest on February 20, 2002,

Test Reference	Evaluation Criteria	Result	Comments
			to retest Exception 116, which was written due to a failure on another criterion. 100% (54 of 54) of order requests sent during day one normal volume retesting on February 20, 2002 received FOCs and ERRs/CLRs. ♦ 100% (54 of 54) of order requests sent during day two normal volume retesting on March 13, 2002 received FOCs and ERRs/CLRs. ♦ Although this criterion showed a satisfactory result during manual day two normal volume testing on March 13, 2002, KPMG Consulting conducted a manual day two normal volume retest on April 17, 2002, to retest Exception 116, which was written due to a failure on another criterion. 98.15% (53 of 54) of order requests sent during day two normal volume retesting on April 17, 2002 received FOCs and ERRs/CLRs. ♦ 100% (80 of 80) of order requests sent during peak volume testing on May 8, 2002 received FOCs and ERRs/CLRs. ♦ Although this criterion showed a satisfactory result during manual peak volume testing on May 8, 2002, KPMG Consulting conducted a manual peak volume retest on June 3, 2002, to retest Exception 116, which was written due to a failure on another criterion. 98.75% (79 of 80)[247] of order requests sent during peak volume retesting on June 3, 2002 received FOCs and ERRs/CLRs. ♦ 100% (60 of 60) of order requests sent during manual stress volume

[247] Although the test percentage is below the benchmark of 99%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. 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 0.5525, above the 0.0500 cut-off for a statistical conclusion of failure.

Test Reference	Evaluation Criteria	Result	Comments
			testing on May 17, 2002 received FOCs and ERRs/CLRs.
TVV2-4-7	BellSouth systems or representatives provide required order functionality.	Satisfied	BellSouth systems or representatives provide required order functionality. KPMG Consulting submitted the following number of orders into BellSouth's systems during volume testing: ♦ 127,275 EDI orders were submitted during 10 electronic volume tests. ♦ 1,624 TAG orders were submitted during 10 electronic volume tests. ♦ 13,848 LENS orders were submitted during 10 electronic volume tests. ♦ 707 orders were submitted to the Atlanta LCSC during 12 manual volume tests. During electronic test dates, BellSouth's systems were available to receive orders, acknowledge order receipt, and provide FOCs and error messages. The interfaces also generated appropriate error messages when a system problem occurred. During manual test dates, BellSouth's Atlanta LCSC accepted fax orders sent to the appropriate number and provided FOCs and error messages. During testing, KPMG Consulting opened Exception 160 to present data on problems submitting orders via LENS during stress volume testing on April 9, 2002. BellSouth's response indicated that a primary LENS application server was re-booted during April 9 testing. KPMG Consulting retested on April 25 and successfully submitted orders via LENS throughout stress volume testing. Exception 160 was closed.
Accuracy of Order Response – Volume Performance Test[248]			

[248] For these criteria, KPMG Consulting defined an accurate response to be a system response that is consistent with the technical specifications for responses and to be with the transaction that initiated the response (e.g., a correctly formatted LSR received a FOC). In the case of error/clarification responses, KPMG Consulting verified that these were only received for incorrectly formatted LSRs. The contents of the response files (FOCs/ERRs/CLRs) were

Test Reference	Evaluation Criteria	Result	Comments
TVV2-5-1	BellSouth's EDI interface provides accurate Fully Mechanized (FM) Firm Order Confirmations (FOC), Errors, and Clarifications (ERRs/CLRs).	Satisfied	BellSouth's EDI interface provides accurate FM FOCs and ERRs/CLRs. KPMG Consulting applied a benchmark of 95% for receipt of accurate FM FOCs and ERRs/CLRs over the EDI interface. BellSouth's system provided the following results during volume testing: ♦ Of 140 FOCs examined, 100% (140 of 140) were correct relative to the LSR submitted[249]. ♦ Of 140 ERRs/CLRs examined, 99.75% (139 of 140) were correct relative to the LSR submitted[250].
TVV2-5-2	BellSouth's TAG interface provides accurate Fully Mechanized (FM) Firm Order Confirmations (FOC), Errors, and Clarifications (ERRs/CLRs).	Satisfied	BellSouth's TAG interface provides accurate FM FOCs and ERRs/CLRs. KPMG Consulting applied a benchmark of 95% for receipt of accurate FM FOCs and ERRs/CLRs over the TAG interface. BellSouth's system provided the following results during volume testing: ♦ Of 140 FOCs examined, 100% (140 of 140) were correct relative to the LSR submitted[251]. ♦ Of 140 ERRs/CLRs examined, 100% (140 of 140) were correct relative to the LSR submitted[252].
TVV2-5-3	BellSouth's LENS interface provides accurate Fully Mechanized (FM) Firm Order Confirmations (FOC), Errors, and Clarifications (ERRs/CLRs).	Satisfied	BellSouth's LENS interface provides accurate FM FOCs and ERRs/CLRs. KPMG Consulting applied a benchmark of 95% for receipt of accurate FM FOCs and ERRs/CLRs over the LENS interface. BellSouth's system provided the following results during volume testing: ♦ Of 140 FOCs examined, 100% (140 of 140) were correct relative to the LSR submitted[253]. ♦ Of 140 ERRs/CLRs examined, 100%

evaluated for accuracy on a sample basis only. However, identification of any problem led to a more complete examination.

[249] A FOC was received in response to a correctly formatted LSR

[250] An ERR/CLR was received in response to an incorrectly formatted LSR.

[251] A FOC was received in response to a correctly formatted LSR

[252] An ERR/CLR was received in response to an incorrectly formatted LSR.

Test Reference	Evaluation Criteria	Result	Comments
			(140 of 140) were correct relative to the LSR submitted[254].
TVV2-5-4	BellSouth's manual ordering process provides accurate Firm Order Confirmations (FOC), Errors, and Clarifications (ERRs/CLRs).	Satisfied	BellSouth's manual ordering process provides accurate Firm Order Confirmations (FOC), Errors, and Clarifications (ERRs/CLRs). KPMG Consulting applied a benchmark of 95% for receipt of accurate FOCs and ERRs/CLRs using the manual ordering process. BellSouth's manual ordering process provided the following results during volume testing: ♦ Of the responses analyzed for the manual normal volume tests conducted on May 23, 2001[255], May 31, 2001[256] and August 28, 2001[257], 100% (35 of 35) were correct relative to the LSR submitted[258]. ♦ After response inconsistencies on FOCs and ERRs/CLRs were noted on sampled responses from the October 16, 2001 manual day one normal volume retest, KPMG Consulting analyzed each of the 43 responses received during the test. Thirty-one of the 43 responses (72.09%) were accurate. Based on the results of testing on October 16, 2001, KPMG Consulting issued Exception 116. The exception noted that BellSouth's manual ordering process provided unexpected responses on several orders. BellSouth's response indicated that the inaccurate responses were sent due to BellSouth employee errors. BellSouth indicated that employees would be re-trained on errors in November 2001, and that an update was made to the service representative work

[253] A FOC was received in response to a correctly formatted LSR.
[254] An incorrectly formatted LSR received an ERR/CLR response.
[255] Forty-six responses were received from May 23, 2001 day one normal testing.
[256] Forty-five responses were received from May 31, 2001 day two normal testing.
[257] Forty-three responses were received from August 28, 2001 day one normal retesting.
[258] A FOC was received in response to a correctly formatted LSR, and an incorrectly formatted LSR received an ERR/CLR response.

Test Reference	Evaluation Criteria	Result	Comments
			instructions on November 23, 2001. ♦ Based on BellSouth's response, KPMG Consulting initiated a retest. After response inconsistencies on FOCs and ERRs/CLRs were noted on sampled responses from the December 10, 2001 manual day one normal volume retest, KPMG Consulting analyzed each of the 50 responses received during the test. Forty-two of the 50 responses (84.00%) were accurate. KPMG Consulting issued Amended Exception 116. BellSouth's response indicated that one incorrect response was returned due to employee error and seven unexpected responses were returned as a result of retail test bed account inaccuracies. BellSouth initiated retail service orders to fix the retail account inaccuracies. ♦ Based on BellSouth's response, KPMG Consulting initiated a second retest. After response inconsistencies on FOCs and ERRs/CLRs were noted on sampled responses from the January 29, 2002 manual day one normal volume retest, KPMG Consulting analyzed each of the 54 responses received during the test. Forty-two of the 54 responses (77.78%) were accurate. KPMG Consulting issued Second Amended Exception 116. BellSouth's response indicated that the incorrect responses were due to employee error, and BellSouth conducted additional training on the errors. ♦ Based on BellSouth's response, KPMG Consulting initiated a third retest. Of the responses analyzed for the manual day one normal volume

[259] 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. 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 0.5615, above the 0.0500 cut-off for a statistical conclusion of failure.

Test Reference	Evaluation Criteria	Result	Comments
			retest conducted on February 20, 2002, 97.15% (34 of 35) were correct relative to the LSR submitted. ♦ After response inconsistencies on FOCs and ERRs/CLRs were noted on sampled responses from the March 13, 2002 manual day two normal volume retest, KPMG Consulting analyzed each of the 54 responses received during the test. Thirty-seven of the 54 responses (68.52%) were accurate. KPMG Consulting issued Third Amended Exception 116. BellSouth's response indicated that the incorrect responses were due to employee error. BellSouth conducted additional representative training on order accuracy. ♦ Based on BellSouth's response, KPMG Consulting initiated additional testing. Of the responses analyzed for the manual day two normal volume retest conducted on April 17, 2002, 97.15% (34 of 35) were correct relative to the LSR submitted. ♦ After response inconsistencies on FOCs and ERRs/CLRs were noted on sampled responses from the May 8, 2002 manual peak volume test, KPMG Consulting analyzed each of the 80 responses received during the test. Seventy-three of the 80 responses (91.25%) were accurate. KPMG Consulting issued Fourth Amended Exception 116. BellSouth's response indicated that four of the incorrect responses were due to employee error and three of the responses were subsequently corrected with FOCs. ♦ Based on BellSouth's response, KPMG Consulting initiated manual peak retesting. Of the responses analyzed for the manual peak volume retest conducted on June 3, 2002, 94.94% (75 of 79)[259] were correct relative to the LSR submitted.

Test Reference	Evaluation Criteria	Result	Comments
			♦ Of the responses analyzed for the manual stress volume test conducted on June 13, 2002, 96.67% (58 of 60) were correct relative to the LSR submitted. Exception 116 was closed.
Timeliness of Order Response – Volume Performance Test			
TVV2-6-1	BellSouth's EDI interface provides Functional Acknowledgements (FAs) within the agreed upon standard interval.	Satisfied	BellSouth's EDI interface provides FAs within the agreed upon standard interval. The O-1 SQM standard for FAs is 95% received within 30 minutes. LSRs submitted for volume testing received FAs within the following timeframes: ♦ 99.99% (9,249 of 9,250) of order requests sent during day one normal volume testing on August 16, 2001 received FAs in less than 30 minutes. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. 100% (10,346 of 10,346) of order requests sent during day one normal volume retesting on October 30, 2001 received FAs in less than 30 minutes. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. 100% (10,875 of 10,875) of order requests sent during day one normal volume retesting on December 5, 2001 received FAs in less than 30 minutes. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December

Test Reference	Evaluation Criteria	Result	Comments
			20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 100% (11,597 of 11,597) of order requests sent during day one normal volume retesting on December 20, 2001 received FAs in less than 30 minutes. ♦ 100% (11,589 of 11,589) of order requests sent during day two normal volume testing on January 10, 2002 received FAs in less than 30 minutes. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. 100% (11,593 of 11,593) of order requests sent during day two normal volume retesting on January 28, 2002 received FAs in less than 30 minutes. ♦ 100% (19,571 of 19,571) of order requests sent during peak volume testing on February 25, 2002 received FAs in less than 30 minutes. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. 100% (20,408 of 20,408) of order requests sent during peak volume retesting on March 19, 2002 received FAs in less than 30 minutes. ♦ 98.00% (9,720 of 9,918) of order requests sent during stress volume testing on April 9, 2002 received FAs in less than 30 minutes. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception

Test Reference	Evaluation Criteria	Result	Comments
			160, which was written due to a failure on another criterion. 100% (11,929 of 11,929) of order requests sent during stress volume retesting on April 25, 2002 received FAs in less than 30 minutes. See Table 2-28 for additional details on EDI FAs.
TVV2-6-2	BellSouth's EDI interface provides Fully Mechanized (FM) error/clarification (ERR/CLR) responses within the agreed upon standard interval.	Satisfied	BellSouth's EDI interface provides FM ERR/CLR responses within the agreed upon standard interval. The O-8 SQM standard for FM ERRs/CLRs is 97% received within one hour. LSRs submitted for volume testing received FM ERRs/CLRs within the following timeframes: ♦ 99.77% (427 of 428) of order requests sent during day one normal volume testing on August 16, 2001 received FM ERRs/CLRs in less than one hour. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. 99.40% (329 of 331) of order requests sent during day one normal volume retesting on October 30, 2001 received FM ERRs/CLRs in less than one hour. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. 96.03% (363 of 378) of order requests sent during day one normal volume retesting on December 5, 2001 received FM ERRs/CLRs in less than one hour. Based on the results of the December 5,

Test Reference	Evaluation Criteria	Result	Comments
			2001 testing, KPMG Consulting issued Exception 126. The exception noted that KPMG Consulting did not receive timely FM ERR/CLR responses in EDI. ♦ Following BellSouth's addition of capacity to a mainframe communication link, KPMG Consulting retested on December 20, 2001. 98.91% (363 of 367) of order requests sent during day one normal volume retesting on December 20, 2001 received FM ERRs/CLRs in less than one hour. Exception 126 was closed. ♦ 97.15% (546 of 562) of order requests sent during day two normal volume testing on January 10, 2002 received FM ERRs/CLRs in less than one hour. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. 99.06% (529 of 534) of order requests sent during day two normal volume retesting on January 28, 2002 received FM ERRs/CLRs in less than one hour. ♦ 98.62% (932 of 945) of order requests sent during peak volume testing on February 25, 2002 received FM ERRs/CLRs in less than one hour. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. 98.72% (928 of 940) of order requests sent during peak volume retesting on March 19, 2002 received FM ERRs/CLRs in less than one hour.

Test Reference	Evaluation Criteria	Result	Comments
			♦ 100% (687 of 687) of order requests sent during stress volume testing on April 9, 2002 received FM ERRs/CLRs in less than one hour. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. 100% (347 of 347) of order requests sent during stress volume retesting on April 25, 2002 received FM ERRs/CLRs in less than one hour. See Table 2-30 for additional details on EDI ERR/CLR timeliness.
TVV2-6-3	BellSouth's EDI interface provides Fully Mechanized (FM) Firm Order Confirmation (FOC) responses within the agreed upon standard interval.	Satisfied	BellSouth's EDI interface provides FM FOCs within the agreed upon standard interval. The O-9 SQM standard for FM FOCs is 95% received within three hours. LSRs submitted for volume testing received FM FOCs within the following timeframes: ♦ 98.77% (7,468 of 7,561) of order requests sent during day one normal volume testing on August 16, 2001 received FM FOCs within three hours. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. 99.05% (9,689 of 9,782) of order requests sent during day one normal volume retesting on October 30, 2001 received FM FOCs within three hours. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5,

Test Reference	Evaluation Criteria	Result	Comments
			2001, to retest Exception 118, which was written due to a failure on another criterion. 98.42% (10,168 of 10,330) of order requests sent during day one normal volume retesting on December 5, 2001 received FM FOCs within three hours. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 98.67% (10,987 of 11,135) of order requests sent during day one normal volume retesting on December 20, 2001 received FM FOCs within three hours. ♦ 99.17% (10,674 of 10,763) of order requests sent during day two normal volume testing on January 10, 2002 received FM FOCs within three hours. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. 99.28% (10,904 of 10.983) of order requests sent during day two normal volume retesting on January 28, 2002 received FM FOCs within three hours. ♦ 99.18% (17,447 of 17,592) of order requests sent during peak volume testing on February 25, 2002 received FM FOCs within three hours. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February

Test Reference	Evaluation Criteria	Result	Comments
			25, 2002 peak testing. 99.31% (19,208 of 19,342) of order requests sent during peak volume retesting on March 19, 2002 received FM FOCs within three hours. ♦ 100% (8,561 of 8,561) of order requests sent during stress volume testing on April 9, 2002 received FM FOCs within three hours. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. 100% (11,318 of 11,318) of order requests sent during stress volume retesting on April 25, 2002 received FM FOCs within three hours. See Table 2-29 for additional details on EDI FOC timeliness.
TVV2-6-4	BellSouth's TAG interface provides Functional Acknowledgements (FAs) within the agreed upon standard interval.	Satisfied	BellSouth's TAG interface provides FAs within the agreed upon standard interval. The O-1 SQM standard for FAs is 95% received within 30 minutes. LSRs submitted for volume testing received FAs within the following timeframes: ♦ 100% (100 of 100) of order requests sent during day one normal volume testing on August 16, 2001 received FAs in less than 30 minutes. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. 96.77% (90 of 93) of order requests sent during day one normal volume retesting on October 30, 2001 received FAs in less than 30 minutes. ♦ Although this criterion showed a satisfactory result during day one

Test Reference	Evaluation Criteria	Result	Comments
			normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. 100% (77 of 77) of order requests sent during day one normal volume retesting on December 5, 2001 received FAs in less than 30 minutes. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 100% (98 of 98) of order requests sent during day one normal volume retesting on December 20, 2001 received FAs in less than 30 minutes. ♦ 100% (99 of 99) of order requests sent during day two normal volume testing on January 10, 2002 received FAs in less than 30 minutes. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. 100% (98 of 98) of order requests sent during day two normal volume retesting on January 28, 2002 received FAs in less than 30 minutes. ♦ 99.70% (333 of 334) of order requests sent during peak volume testing on February 25, 2002 received FAs in less than 30 minutes. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February

Test Reference	Evaluation Criteria	Result	Comments
			25, 2002 peak testing. 100% (151 of 151) of order requests sent during peak volume retesting on March 19, 2002 received FAs in less than 30 minutes. ♦ 100% (286 of 286) of order requests sent during stress volume testing on April 9, 2002 received FAs in less than 30 minutes. ♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. 100% (277 of 277) of order requests sent during stress volume retesting on April 25, 2002 received FAs in less than 30 minutes. See Table 2-31 for additional details on TAG FA timeliness.
TVV2-6-5	BellSouth's TAG interface provides Fully Mechanized (FM) error/clarification (ERR/CLR) responses within the agreed upon standard interval.	Satisfied	BellSouth's TAG interface provides FM ERR/CLR responses within the agreed upon standard interval. The O-8 SQM standard for FM ERRs/CLRs is 97% received within one hour. LSRs submitted for volume testing received FM ERRs/CLRs within the following timeframes: ♦ 100% (2 of 2) of order requests sent during day one normal volume testing on August 16, 2001 received FM ERRs/CLRs in less than one hour. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. 100% (2 of 2) of order requests sent during day one normal volume retesting on October 30, 2001 received FM ERRs/CLRs in less than one hour.

Test Reference	Evaluation Criteria	Result	Comments
			♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. No order requests sent during day one normal volume retesting on December 5, 2001 received FM ERRs/CLRs. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 100% (4 of 4) of order requests sent during day one normal volume retesting on December 20, 2001 received FM ERRs/CLRs in less than one hour. ♦ 100% (2 of 2) of order requests sent during day two normal volume testing on January 10, 2002 received FM ERRs/CLRs in less than one hour. ♦ 100% (2 of 2) of order requests sent during day two normal volume retesting on January 28, 2002 received FM ERRs/CLRs in less than one hour. ♦ No order requests sent during peak volume testing on February 25, 2002 received FM ERRs/CLRs. ♦ 100% (5 of 5) of order requests sent during peak volume retesting on March 19, 2002 received FM ERRs/CLRs in less than one hour. ♦ 100% (14 of 14) of order requests sent during stress volume testing on April 9, 2002 received FM ERRs/CLRs in less than one hour. ♦ Although this criterion showed a satisfactory result during stress

Test Reference	Evaluation Criteria	Result	Comments
			volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. 100% (10 of 10) of order requests sent during stress volume retesting on April 25, 2002 received FM ERRs/CLRs in less than one hour. See Table 2-33 for additional details on TAG ERR/CLR timeliness.
TVV2-6-6	BellSouth's TAG interface provides Fully Mechanized (FM) Firm Order Confirmation (FOC) responses within the agreed upon standard interval.	Satisfied	BellSouth's TAG interface provides FM FOCs within the agreed upon standard interval. The O-9 SQM standard for FM FOCs is 95% received within three hours. LSRs submitted for volume testing received FM FOCs within the following timeframes: ♦ 98.84% (85 of 86) of order requests sent during day one normal volume testing on August 16, 2001 received FM FOCs within three hours. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. 98.89% (89 of 90) of order requests sent during day one normal volume retesting on October 30, 2001 received FM FOCs within three hours. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. 100% (77 of 77) of order requests sent during day one normal volume retesting on December 5, 2001 received FM FOCs within three hours. ♦ Although this criterion showed a

Test Reference	Evaluation Criteria	Result	Comments
			satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 98.92% (92 of 93) of order requests sent during day one normal volume retesting on December 20, 2001 received FM FOCs within three hours. ♦ 95.74% (90 of 94) of order requests sent during day two normal volume testing on January 10, 2002 received FM FOCs within three hours. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. 98.94% (93 of 94) of order requests sent during day two normal volume retesting on January 28, 2002 received FM FOCs within three hours. ♦ 95.63% (306 of 320) of order requests sent during peak volume testing on February 25, 2002 received FM FOCs within three hours. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. 99.29% (140 of 141) of order requests sent during peak volume retesting on March 19, 2002 received FM FOCs within three hours. ♦ 100% (252 of 252) of order requests sent during stress volume testing on April 9, 2002 received FM FOCs within three hours.

Test Reference	Evaluation Criteria	Result	Comments
			♦ Although this criterion showed a satisfactory result during stress volume testing, KPMG Consulting conducted a full stress volume retest on April 25, 2002, to retest Exception 160, which was written due to a failure on another criterion. 100% (250 of 250) of order requests sent during stress volume retesting on April 25, 2002 received FM FOCs within three hours. See Table 2-32 for additional details on TAG FOC timeliness.
TVV2-6-7	BellSouth's LENS interface provides Fully Mechanized (FM) error/clarification (ERR/CLR) responses within the agreed upon standard interval.	Satisfied	BellSouth's LENS interface provides FM ERR/CLR responses within the agreed upon standard interval. The O-8 SQM standard for FM ERRs/CLRs is 97% received within one hour. LSRs submitted for volume testing received FM ERRs/CLRs within the following timeframes: ♦ 100% (2 of 2) of order requests sent during day one normal volume testing on August 16, 2001 received FM ERRs/CLRs in less than one hour. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. 100% (3 of 3) of order requests sent during day one normal volume retesting on October 30, 2001 received FM ERRs/CLRs in less than one hour. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exception 118, which was written due to a failure on another criterion. 40.00% (2 of 5) of order requests sent during day one

Test Reference	Evaluation Criteria	Result	Comments
			normal volume retesting on December 5, 2001 received FM ERRs/CLRs in less than one hour. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 100% (1 of 1) of order requests sent during day one normal volume retesting on December 20, 2001 received FM ERRs/CLRs in less than one hour. ♦ 83.33% (5 of 6) of order requests sent on January 10, 2002 received FM ERRs/CLRs in less than one hour. ♦ 100% (4 of 4) of order requests sent during day two normal volume retesting on January 28, 2002 received FM ERRs/CLRs in less than one hour. ♦ 94.21% (179 of 190)[260] of order requests sent during peak volume testing on February 25, 2002 received FM ERRs/CLRs in less than one hour. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. 100% (140 of 140) of order requests sent during peak volume retesting on March 19, 2002 received FM ERRs/CLRs in less than one hour. ♦ KPMG Consulting was unable to

[260] 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. 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 0.3530, above the 0.0500 cut-off for a statistical conclusion of failure.

Test Reference	Evaluation Criteria	Result	Comments
			report on the timeliness of FM ERRs/CLRs received during stress volume testing on April 9, 2002, because KPMG Consulting's LENS response processor could not transact with LENS for a period of greater than one hour. See Exception 160 for additional details on the April 9, 2002 LENS outage. ♦ KPMG Consulting conducted a full stress volume retest on April 25, 2002. 100% (205 of 205) of order requests sent during stress volume retesting received FM ERRs/CLRs in less than one hour. See Table 2-35 for additional details on LENS ERR/CLR timeliness.
TVV2-6-8	BellSouth's LENS interface provides Fully Mechanized (FM) Firm Order Confirmation (FOC) responses within the agreed upon standard interval.	Satisfied	BellSouth's LENS interface provides FM FOCs within the agreed upon standard interval. The O-9 SQM standard for FM FOCs is 95% received within three hours. LSRs submitted for volume testing received FM FOCs within the following timeframes: ♦ 100% (98 of 98) of order requests sent during day one normal volume testing on August 16, 2001 received FM FOCs within three hours. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on October 30, 2001, to retest Exceptions 99 and 107, which were written due to failures on other criteria. 98.97% (96 of 97) of order requests sent during day one normal volume retesting on October 30, 2001 received FM FOCs within three hours. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 5, 2001, to retest Exceptions 126 and 127, which were written due to

Test Reference	Evaluation Criteria	Result	Comments
			failures on other criteria. 97.83% (90 of 92) of order requests sent during day one normal volume retesting on December 5, 2001 received FM FOCs within three hours. ♦ Although this criterion showed a satisfactory result during day one normal volume testing, KPMG Consulting conducted a full day one normal volume retest on December 20, 2001, to retest Exceptions 126 and 127, which were written due to failures on other criteria. 100% (94 of 94) of order requests sent during day one normal volume retesting on December 20, 2001 received FM FOCs within three hours. ♦ 97.78% (88 of 90) of order requests sent during day two normal volume testing on January 10, 2002 received FM FOCs within three hours. ♦ Although this criterion showed a satisfactory result during day two normal volume testing, KPMG Consulting conducted a full day two normal volume retest on January 28, 2002, to retest Exception 137, which was written due to a failure on another criterion. 100% (93 of 93) of order requests sent during day two normal volume retesting on January 28, 2002 received FM FOCs within three hours. ♦ 100% (1,686 of 1,686) of order requests sent during peak volume testing on February 25, 2002 received FM FOCs within three hours. ♦ KPMG Consulting conducted a full peak volume retest on March 19, 2002, due to an error with KPMG Consulting's LENS scripts, which artificially strained BellSouth's LENS login servers during February 25, 2002 peak testing. 100% (2,305 of 2,305) of order requests sent during peak volume retesting on March 19, 2002 received FM FOCs

Test Reference	Evaluation Criteria	Result	Comments
			within three hours. ♦ 99.99% (3,339 of 3,340) of order requests sent during stress volume testing on April 9, 2002 received FM FOCs within three hours. ♦ 100% (4,773 of 4,773) of order requests sent during stress volume retesting on April 25, 2002 received FM FOCs within three hours. See Table 2-34 for additional details on LENS FOC timeliness.
TVV2-6-9	BellSouth's manual ordering process provides error/clarification (ERR/CLR) responses within the agreed upon standard interval.	Satisfied	BellSouth's manual ordering process provides error/clarification (ERR/CLR) responses within the agreed upon standard interval. The O-8 SQM standard for non-mechanized ERRs/CLRs is 85% received within 24 hours. LSRs submitted for volume testing received non-mechanized ERRs/CLRs within the following timeframes: ♦ 100% (28 of 28) of order requests sent during manual day one normal volume testing on May 23, 2001 received non-mechanized ERRs/CLRs within 24 hours. ♦ 100% (12 of 12) of order requests sent during manual day two normal volume testing on May 31, 2001 received non-mechanized ERRs/CLRs within 24 hours. ♦ Although this criterion showed a satisfactory result during manual day one normal volume testing, KPMG Consulting conducted manual day one normal volume retest on August 28, 2001 to retest Exception 72, which was written due to a failure on another criterion. 100% (12 of 12) of order requests sent during day one normal volume retesting on August 28, 2001 received non-mechanized ERRs/CLRs within 24 hours. ♦ Although this criterion showed a satisfactory result during manual day

Test Reference	Evaluation Criteria	Result	Comments
			one normal volume testing, KPMG Consulting conducted a manual day one normal volume retest on October 16, 2001 to retest Exception 72, which was written due to a failure on another criterion. 100% (21 of 21) of order requests sent during day one normal volume retesting on October 16, 2001 received non-mechanized ERRs/CLRs within 24 hours. ♦ Although this criterion showed a satisfactory result during manual day one normal volume testing, KPMG Consulting conducted a manual day one normal volume retest on December 10, 2001 to retest Exceptions 72 and 116, which were written due to failures on other criteria. 100% (19 of 19) of order requests sent during day one normal volume retesting on December 10, 2001 received non-mechanized ERRs/CLRs within 24 hours. ♦ Although this criterion showed a satisfactory result during manual day one normal volume testing, KPMG Consulting conducted a manual day one normal volume retest on January 29, 2002, to retest Exception 116, which was written due to a failure on another criterion. 100% (13 of 13) of order requests sent during day one normal volume retesting on January 29, 2002 received non-mechanized ERRs/CLRs within 24 hours. ♦ Although this criterion showed a satisfactory result during manual day one normal volume testing, KPMG Consulting conducted a manual day one normal volume retest on February 20, 2002, to retest Exception 116, which was written due to a failure on another criterion. 100% (2 of 2) of order requests sent during day one normal volume retesting on February 20, 2002 received non-mechanized ERRs/CLRs within 24 hours.

Test Reference	Evaluation Criteria	Result	Comments
			♦ 100% (17 of 17) of order requests sent during manual day two normal volume retesting on March 13, 2002 received non-mechanized ERRs/CLRs within 24 hours. ♦ Although this criterion showed a satisfactory result during manual day two normal volume testing on March 13, 2002, KPMG Consulting conducted a manual day one normal volume retest on April 17, 2002, to retest Exception 116, which was written due to a failure on another criterion. 100% (5 of 5) of order requests sent during day two normal volume retesting on April 17, 2002 received non-mechanized ERRs/CLRs within 24 hours. ♦ 100% (12 of 12) of order requests sent during manual peak volume testing on May 8, 2002 received non-mechanized ERRs/CLRs within 24 hours. ♦ Although this criterion showed a satisfactory result during manual peak volume testing on May 8, 2002, KPMG Consulting conducted a manual peak volume retest on June 3, 2002, to retest Exception 116, which was written due to a failure on another criterion. 100% (16 of 16) of order requests sent during manual peak volume retesting on June 3, 2002 received non-mechanized ERRs/CLRs within 24 hours. ♦ 100% (4 of 4) of order requests sent during manual stress volume testing on June 13, 2002 received non-mechanized ERRs/CLRs within 24 hours.
TVV2-6-10	BellSouth's manual ordering process provides Firm Order Confirmation (FOC) responses within the agreed upon standard interval.	Satisfied	BellSouth's manual ordering process provides Firm Order Confirmation (FOC) responses within the agreed upon standard interval. The O-9 SQM standard for Non-Mechanized FOCs is 85% received within 36 hours. LSRs submitted for volume

Test Reference	Evaluation Criteria	Result	Comments
			testing received non-mechanized FOCs within the following timeframes: ♦ 100% (13 of 13) of order requests sent during manual day one normal volume testing on May 23, 2001 received non-mechanized FOCs within 36 hours. ♦ 100% (33 of 33) of order requests sent during manual day two normal volume testing on May 31, 2001 received non-mechanized FOCs within 36 hours. ♦ Although this criterion showed a satisfactory result during manual day one normal volume testing, KPMG Consulting conducted a manual day one normal volume retest on August 28, 2001 to retest Exception 72, which was written due to a failure on another criterion. 100% (31 of 31) of order requests sent during day one normal volume retesting on August 28, 2001 received non-mechanized FOCs within 36 hours. ♦ Although this criterion showed a satisfactory result during manual day one normal volume testing, KPMG Consulting conducted a manual day one normal volume retest on October 16, 2001 to retest Exception 72, which was written due to a failure on another criterion. 100% (22 of 22) of order requests sent during manual day one normal volume retesting on October 16, 2001 received non-mechanized FOCs within 36 hours. ♦ Although this criterion showed a satisfactory result during manual day one normal volume testing, KPMG Consulting conducted a manual day one normal volume retest on December 10, 2001 to retest Exceptions 72 and 116, which were written due to failures on other criteria. 100% (31 of 31) of order requests sent during manual day one normal volume retesting on December 10, 2001 received non-

Test Reference	Evaluation Criteria	Result	Comments
			mechanized FOCs within 36 hours. ♦ Although this criterion showed a satisfactory result during manual day one normal volume testing, KPMG Consulting conducted a manual day one normal volume retest on January 29, 2002, to retest Exception 116, which was written due to a failure on another criterion. 100% (41 of 41) of order requests sent during manual day one normal volume retesting on January 29, 2002 received non-mechanized FOCs within 36 hours. ♦ Although this criterion showed a satisfactory result during manual day one normal volume testing, KPMG Consulting conducted a manual day one normal volume retest on February 20, 2002, to retest Exception 116, which was written due to a failure on another criterion. 100% (52 of 52) of order requests sent during manual day one normal volume retesting on February 20, 2002 received non-mechanized FOCs within 24 hours[261]. ♦ 100% (37 of 37) of order requests sent during manual day two normal volume retesting on March 13, 2002 received non-mechanized FOCs within 24 hours[262]. ♦ Although this criterion showed a satisfactory result during manual day two normal volume testing on March 13, 2002, KPMG Consulting conducted a manual day one normal volume retest on April 17, 2002, to retest Exception 116, which was written due to a failure on another criterion. 100% (48 of 48) of order requests sent during manual day two normal volume retesting on April 17,

[261] KPMG Consulting applied a standard of 85% of Non-Mechanized FOCs received within 24 hours due to an interval guide change.
[262] KPMG Consulting applied a standard of 85% of Non-Mechanized FOCs received within 24 hours due to an interval guide change.

Test Reference	Evaluation Criteria	Result	Comments
			2002 received non-mechanized FOCs within 24 hours[263]. ♦ 100% (68 of 68) of order requests sent during manual peak volume testing on May 8, 2002 received non-mechanized FOCs within 24 hours[264]. ♦ Although this criterion showed a satisfactory result during manual peak volume testing on May 8, 2002, KPMG Consulting conducted a manual peak volume retest on June 3, 2002, to retest Exception 116, which was written due to a failure on another criterion. 98.41% (62 of 63) of order requests sent during manual peak volume retesting on June 3, 2002 received non-mechanized FOCs within 24 hours[265]. ♦ 100% (56 of 56) of order requests sent during manual stress volume testing on June 13, 2002 received non-mechanized FOCs within 24 hours[266].

4.2 Additional Data

The Additional Data section consists of a collection of tables that provide a more detailed view of the data summarized in the Evaluation Criteria comments in Section 4.1.

[263] KPMG Consulting applied a standard of 85% of Non-Mechanized FOCs received within 24 hours due to an interval guide change.
[264] KPMG Consulting applied a standard of 85% of Non-Mechanized FOCs received within 24 hours due to an interval guide change.
[265] KPMG Consulting applied a standard of 85% of Non-Mechanized FOCs received within 24 hours due to an interval guide change.
[266] KPMG Consulting applied a standard of 85% of Non-Mechanized FOCs received within 24 hours due to an interval guide change.

Table 2-8: 8/16/01 - Normal Day-1 TAG Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	3,522	1	114	1.52	2.59
AAQ	5,577	1	102	0.67	1.45
AVQ	8,363	1	111	1.27	1.47
AVQ_TN	5,572	1	113	0.95	1.52
SAQ	1,362	1	91	2.14	15.78
TNAQ	3,344	1	117	0.68	1.82
Total Count	27,740				
Time-Outs	0				
Total Pre-Orders Submitted	27,740				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AAQ, AVQ, AVQ_TN, SAQ, and TNAQ.
2. The BellSouth retail average response time was determined by taking the weighted average of BellSouth's Regional Navigation System (RNS) and Regional Ordering System (ROS) pre-order response times for the month in which the test was conducted.

Table 2-9: 10/30/01 - Normal Day-1 TAG Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	7,488	1	126	1.65	1.02
AAQ	2,499	1	36	0.89	1.00
AVQ	3,488	1	76	1.30	1.17
AVQ_TN	8,737	1	113	1.07	1.00
SAQ	750	1	40	2.87	1.00
TNAQ	1,249	1	55	1.20	1.00
LMU	734	1	77	60.00	23.60
Total Count	24,945				
Time-Outs	0				
Total Pre-Orders Submitted	24,945				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AAQ, AVQ, AVQ_TN, SAQ, and TNAQ.
2. The PO-2 SQM benchmark for electronic LMU queries is 95% received within 60 seconds. 99.59% (731 of 734) of LMUs sent on October 30, 2001 received responses within 60 seconds.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.

Table 2-10: 12/5/01 - Normal Day-1 TAG Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	7,175	1	67	7.79	3.16
AAQ	2,340	1	53	0.80	2.09
AVQ	3,307	1	33	1.17	1.80
AVQ_TN	8,363	1	61	0.94	1.72
SAQ	693	1	32	2.77	2.84
TNAQ	1,164	1	59	1.06	3.14
LMU	655	1	118	60.00	23.24
Total Count	23,697				
Time-Outs	0				
Total Pre-Orders Submitted	23,697				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AAQ, AVQ, AVQ_TN, SAQ, and TNAQ.
2. The PO-2 SQM benchmark for electronic LMU queries is 95% received within 60 seconds. 98.63% (646 of 655) of LMUs sent on December 5, 2001 received responses within 60 seconds.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.

Table 2-11: 12/20/01 - Normal Day-1 TAG Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	7,485	1	41	7.79	1.39
AAQ	2,493	1	28	0.80	1.19
AVQ	3,488	1	28	1.17	1.14
AVQ_TN	8,734	1	28	0.94	1.10
SAQ	745	1	33	2.77	1.49
TNAQ	1,244	1	25	1.06	1.41
LMU	737	16	109	60.00	25.44
Total Count	24,926				
Time-Outs	0				
Total Pre-Orders Submitted	24,926				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AAQ, AVQ, AVQ_TN, SAQ, and TNAQ.
2. The PO-2 SQM benchmark for electronic LMU queries is 95% received within 60 seconds. 99.32% (732 of 737) of LMUs sent on December 20, 2001 received responses within 60 seconds.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.

Table 2-12: 1/10/02 - Normal Day-2 TAG Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	7,438	1	60	7.65	2.09
AAQ	2,475	1	28	0.82	1.58
AVQ	3,476	1	60	1.32	1.56
AVQ_TN	8,719	1	71	0.95	2.43
SAQ	744	1	41	2.68	2.40
TNAQ	1,239	1	24	1.09	1.79
LMU	608	14	112	60.00	23.50
Total Count	24,699				
Time-Outs	0				
Total Pre-Orders Submitted	24,699				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AAQ, AVQ, AVQ_TN, SAQ, and TNAQ.
2. The PO-2 SQM benchmark for electronic LMU queries is 95% received within 60 seconds. 98.35% (598 of 608) of LMUs sent on January 10, 2002 received responses within 60 seconds.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.

Table 2-13: 1/28/02 - Normal Day-2 TAG Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	7,438	1	60	7.65	2.20
AAQ	2,485	1	43	0.82	1.23
AVQ	3,477	1	13	1.32	1.18
AVQ_TN	8,683	1	38	0.95	1.16
SAQ	750	1	23	2.68	1.23
TNAQ	1,247	1	19	1.09	1.42
LMU	746	11	65	60.00	18.94
Total Count	24,826				
Time-Outs	0				
Total Pre-Orders Submitted	24,826				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AAQ, AVQ, AVQ_TN, SAQ, and TNAQ.
2. The PO-2 SQM benchmark for electronic LMU queries is 95% received within 60 seconds. 99.86% (745 of 746) of LMUs sent on January 28, 2002 received responses within 60 seconds.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.

Table 2-14: 2/25/02 - Peak Day TAG Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	12,977	1	69	7.65	1.96
AAQ	4,338	1	44	0.64	1.38
AVQ	See Note 3	N/A	N/A	N/A	N/A
AVQ_TN	15,267	1	51	0.88	1.29
SAQ	1,288	1	32	2.68	1.79
TNAQ	2,156	1	58	0.88	2.00
LMU	1,102	9	118	60.00	36.68
Total Count	37,128				
Time-Outs	0				
Total Pre-Orders Submitted	37,128				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AAQ, AVQ, AVQ_TN, SAQ, and TNAQ.
2. The PO-2 SQM benchmark for electronic LMU queries is 95% received within 60 seconds. 77.13% (850 of 1,102) of LMUs sent on February 25, 2002 received responses within 60 seconds.
3. KPMG Consulting could not measure the average interval for receipt of AVQs during peak volume testing on February 25, 2002, due to a coding error in KPMG Consulting's TAG mapping structure. AVQ results recorded during peak retesting on March 19, 2002 are presented in Table 2-15.
4. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.
5. KPMG Consulting used January 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for February 2002.
6. KPMG Consulting used January 2002 OASIS data to measure SAQ response timeliness due to BellSouth abnormal parity data for OASIS for February 2002.

Table 2-15: 3/19/02 - Peak Day TAG Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	13,682	1	65	1.18	1.50
AAQ	6,491	1	50	0.66	1.17
AVQ	4,628	1	46	1.32	1.18
AVQ_TN	16,216	1	46	0.88	1.15
SAQ	1,393	1	49	2.46	1.20
TNAQ	2,314	1	38	0.88	1.32
LMU	1,390	11	118	60.00	23.47
Total Count	46,114				
Time-Outs	0				
Total Pre-Orders Submitted	46,114				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AAQ, AVQ, AVQ_TN, SAQ, and TNAQ.
2. The PO-2 SQM benchmark for electronic LMU queries is 95% received within 60 seconds. 95.97% (1,334 of 1,390) of LMUs sent on March 19, 2002 received responses within 60 seconds.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.
4. KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.
5. KPMG Consulting used February 2002 RSAG-TN data to measure AVQ_TN response timeliness due to BellSouth abnormal parity data for RSAG-TN for March 2002-April 2002.
6. KPMG Consulting used February 2002 ATLAS data to measure TNAQ response timeliness due to BellSouth abnormal parity data for ATLAS for March 2002.

Table 2-16: 4/9/02 - Stress Day TAG Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	7,888	1	72	1.18	1.39
AAQ	3,034	1	9	0.91	1.08
AVQ	4,248	1	59	0.88	1.19
AVQ_TN	10,618	1	59	1.32	1.09
SAQ	909	1	16	2.37	1.49
TNAQ	1,516	1	22	0.86	1.16
LMU	910	10	119	60.00	21.61
PCSRQ	1,212	1	119	1.18	10.47
Total Count	30,335				
Time-Outs	0				
Total Pre-Orders Submitted	30,335				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AAQ, AVQ, AVQ_TN, SAQ, and TNAQ.
2. The PO-2 SQM benchmark for electronic LMU queries is 95% received within 60 seconds. 98.13% (893 of 910) of LMUs sent on April 9, 2002 received responses within 60 seconds.
3. KPMG Consulting applied a benchmark of 10 seconds for response to PCSRQ.
4. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.
5. KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.
6. KPMG Consulting used February 2002 RSAG-TN data to measure AVQ_TN response timeliness due to BellSouth abnormal parity data for RSAG-TN for March 2002-April 2002.
7. KPMG Consulting used March 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for April 2002.

Table 2-17: 4/25/02 - Stress Day TAG Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	5,461	1	119	1.18	1.50
AAQ	2,592	1	140	0.91	1.54
AVQ	3,378	1	121	0.88	1.38
AVQ_TN	7,081	1	121	1.32	1.20
SAQ	860	1	126	2.37	2.76
TNAQ	1,261	1	128	0.86	1.98
LMU	881	10	159	60.00	32.45
PCSRQ	1,171	1	179	1.18	20.43
Total Count	22,685				
Time-Outs	0				
Total Pre-Orders Submitted	22,685				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AAQ, AVQ, AVQ_TN, SAQ, and TNAQ.
2. The PO-2 SQM benchmark for electronic LMU queries is 95% received within 60 seconds. 76.39% (673 of 881) of LMUs sent on April 25, 2002 received responses within 60 seconds.
3. KPMG Consulting applied a benchmark of 10 seconds for response to PCSRQ.
4. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.
5. KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.
6. KPMG Consulting used February 2002 RSAG-TN data to measure AVQ_TN response timeliness due to BellSouth abnormal parity data for RSAG-TN for March 2002-April 2002.
7. KPMG Consulting used March 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for April 2002.

Table 2-18: 8/16/01 - Normal Day-1 LENS Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	2,146	1	64	1.52	2.43
AVQ	639	1	19	1.27	4.18
AVQ_TN	1,592	1	21	0.95	6.01
EDD	73	1	13	0.67	5.38
SAQ	267	1	35	2.14	6.05
TNAQ	108	1	5	0.68	1.74
Total Count	4,825				
Time-Outs	10				
Total Pre-Orders Submitted	4,835				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AVQ, AVQ_TN, EDD, SAQ, and TNAQ.
2. KPMG Consulting's LENS pre-order script was designed to time out and move on to the next pre-order after four minutes. Time-outs are considered missing responses.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.

Table 2-19: 10/30/01 - Normal Day-1 LENS Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	2,131	1	99	1.65	4.93
AVQ	422	1	59	1.30	8.69
AVQ_TN	905	1	82	1.07	9.44
EDD	82	2	25	0.89	7.74
SAQ	281	1	82	2.87	9.82
TNAQ	128	1	43	1.20	5.29
Total Count	3,949				
Time-Outs	6				
Total Pre-Orders Submitted	3,955				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AVQ, AVQ_TN, EDD, SAQ, and TNAQ.
2. KPMG Consulting's LENS pre-order script was designed to time out and move on to the next pre-order after four minutes. Time-outs are considered missing responses.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.

Table 2-20: 12/5/01 - Normal Day-1 LENS Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	2,634	1	94	7.79	5.18
AVQ	424	1	105	1.17	4.28
AVQ_TN	938	1	74	0.94	4.98
EDD	92	2	51	0.80	6.33
SAQ	283	1	49	2.77	9.72
TNAQ	141	1	60	1.06	3.96
Total Count	4,512				
Time-Outs	5				
Total Pre-Orders Submitted	4,517				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AVQ, AVQ_TN, EDD, SAQ, and TNAQ.
2. KPMG Consulting's LENS pre-order script was designed to time out and move on to the next pre-order after four minutes. Time-outs are considered missing responses.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.

Table 2-21: 12/20/01 - Normal Day-1 LENS Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	2,751	1	22	7.79	2.23
AVQ	415	1	16	1.17	2.00
AVQ_TN	918	1	27	0.94	2.91
EDD	94	2	9	0.80	3.93
SAQ	280	1	40	2.77	6.40
TNAQ	141	1	13	1.06	2.13
Total Count	4,599				
Time-Outs	0				
Total Pre-Orders Submitted	4,599				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AVQ, AVQ_TN, EDD, SAQ, and TNAQ.
2. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.

Table 2-22: 1/10/02 - Normal Day-2 LENS Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	2,449	1	99	7.65	2.52
AVQ	388	1	11	1.32	2.11
AVQ_TN	851	1	22	0.95	2.92
EDD	87	1	64	0.82	7.00
SAQ	243	1	71	2.68	5.80
TNAQ	129	1	6	1.09	1.91
Total Count	4,147				
Time-Outs	53				
Total Pre-Orders Submitted	4,200				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AVQ, AVQ_TN, EDD, SAQ, and TNAQ.
2. KPMG Consulting's LENS pre-order script was designed to time out and move on to the next pre-order after four minutes. Time-outs are considered missing responses.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.

Table 2-23: 1/28/02 - Normal Day-2 LENS Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	2,804	1	77	7.65	2.69
AVQ	423	1	104	1.32	2.06
AVQ_TN	912	1	35	0.95	2.59
EDD	94	1	13	0.82	4.13
SAQ	283	1	20	2.68	3.53
TNAQ	141	1	5	1.09	1.33
Total Count	4,657				
Time-Outs	14				
Total Pre-Orders Submitted	4,671				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AVQ, AVQ_TN, EDD, SAQ, and TNAQ.
2. KPMG Consulting's LENS pre-order script was designed to time out and move on to the next pre-order after four minutes. Time-outs are considered missing responses.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.

Table 2-24: 2/25/02 - Peak Day LENS Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	13,933	1	110	7.65	3.11
AVQ	2,072	1	111	1.32	2.54
AVQ_TN	4,595	1	119	0.88	6.68
EDD	444	1	106	0.64	6.02
SAQ	1,363	1	119	2.68	7.06
TNAQ	677	1	107	0.88	2.46
Total Count	23,084				
Time-Outs	235				
Total Pre-Orders Submitted	23,319				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AVQ, AVQ_TN, EDD, SAQ, and TNAQ.
2. KPMG Consulting's LENS pre-order script was designed to time out and move on to the next pre-order after four minutes. Time-outs are considered missing responses.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.
4. KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.
5. KPMG Consulting used January 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for February 2002.
6. KPMG Consulting used January 2002 OASIS data to measure SAQ response timeliness due to BellSouth abnormal parity data for OASIS for February 2002.

Table 2-25: 3/19/02 - Peak Day LENS Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	19,821	1	54	1.18	1.72
AVQ	2,973	1	51	1.32	1.70
AVQ_TN	6,605	1	51	0.88	2.54
EDD	660	1	12	0.66	3.56
SAQ	1,981	1	22	2.46	2.94
TNAQ	991	1	13	0.88	1.62
Total Count	33,031				
Time-Outs	0				
Total Pre-Orders Submitted	33,031				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AVQ, AVQ_TN, EDD, SAQ, and TNAQ.
2. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.
3. KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.
4. KPMG Consulting used February 2002 RSAG-TN data to measure AVQ_TN response timeliness due to BellSouth abnormal parity data for RSAG-TN for March 2002-April 2002.
5. KPMG Consulting used February 2002 ATLAS data to measure TNAQ response timeliness due to BellSouth abnormal parity data for ATLAS for March 2002.

Table 2-26: 4/9/02 - Stress Day LENS Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	24,458	1	115	1.18	2.38
AVQ	3,741	1	99	1.32	3.18
AVQ_TN	8,543	1	112	0.88	3.69
EDD	756	1	34	0.91	5.32
SAQ	2,396	1	117	2.37	7.22
TNAQ	1,196	1	61	0.86	3.36
Total Count	41,090				
Time-Outs	214				
Total Pre-Orders Submitted	41,304				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AVQ, AVQ_TN, EDD, SAQ, and TNAQ.
2. KPMG Consulting's LENS pre-order script was designed to time out and move on to the next pre-order after four minutes. Time-outs are considered missing responses.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.
4. KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.
5. KPMG Consulting used February 2002 RSAG-TN data to measure AVQ_TN response timeliness due to BellSouth abnormal parity data for RSAG-TN for March 2002-April 2002.
6. KPMG Consulting used March 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for April 2002.

Table 2-27: 4/25/02 - Stress Day LENS Pre-Order Response Timeliness

Query Type	Number of Responses	Range of Response Time (seconds)		Average Response Time (seconds)	
		Min	Max	BellSouth Retail	KPMG Consulting
CSRQ	23,790	1	118	1.18	2.87
AVQ	3,670	1	119	1.32	4.93
AVQ_TN	7,978	1	97	0.88	4.99
EDD	821	1	35	0.91	4.81
SAQ	2,454	1	100	2.37	6.53
TNAQ	1,226	1	51	0.86	4.20
Total Count	39,939				
Time-Outs	23				
Total Pre-Orders Submitted	39,962				

Notes:

1. The OSS-1 SQM benchmark for pre-order queries is parity with retail plus two seconds. This standard applies to CSRQ, AVQ, AVQ_TN, EDD, SAQ, and TNAQ.
2. KPMG Consulting's LENS pre-order script was designed to time out and move on to the next pre-order after four minutes. Time-outs are considered missing responses.
3. The BellSouth retail average response time was determined by taking the weighted average of RNS and ROS pre-order response times for the month in which the test was conducted.
4. KPMG Consulting used January 2002 RSAG-ADDR data to measure AVQ response timeliness due to BellSouth abnormal parity data for RSAG-ADDR for February 2002-April 2002.
5. KPMG Consulting used February 2002 RSAG-TN data to measure AVQ_TN response timeliness due to BellSouth abnormal parity data for RSAG-TN for March 2002-April 2002.
6. KPMG Consulting used March 2002 HAL/CRIS data to measure CSRQ response timeliness due to BellSouth abnormal parity data for HAL/CRIS for April 2002.

Table 2-28: EDI FA Response Timeliness for BellSouth Florida LSRs

Test Day	Date	Total LSRs Submitted	LSRs Expected to Receive FAs	FA		
				Number Received	Number On-Time	Percent On-Time
Normal Day-1	8/16/01	9,322	9,322	9,250	9,249	99.99%
Normal Day-1	10/30/01	10,426	10,426	10,346	10,346	100.00%
Normal Day-1	12/5/01	10,875	10,875	10,875	10,875	100.00%
Normal Day-1	12/20/01	11,597	11,597	11,597	11,597	100.00%
Normal Day-2	1/10/02	11,589	11,589	11,589	11,589	100.00%
Normal Day-2	1/28/02	11,593	11,593	11,593	11,593	100.00%
Peak Day	2/25/02	19,618	19,618	19,571	19,571	100.00%
Peak Day	3/19/02	20,408	20,408	20,408	20,408	100.00%
Sub-Total		**105,428**	**105,428**	**105,229**	**105,228**	**100.00%**
Stress Day	4/9/02	9,918	9,918	9,918	9,720	98.00%
Stress Day	4/25/02	11,929	11,929	11,929	11,929	100.00%
Total		**127,275**	**127,275**	**127,076**	**126,877**	**99.84%**

Notes:

1. KPMG Consulting applied a benchmark for receipt of FAs of 99%.
2. The O-1 SQM standard for FA timeliness is 95% received within 30 minutes.

Table 2-29: EDI FOC Response Timeliness for BellSouth Florida LSRs

Test Day	Date	Total LSRs Submitted	LSRs Expected to Receive FOC	FOC		
				Number Received	Number On-Time	Percent On-Time
Normal Day-1	8/16/01	9,322	8,275	7,561	7,468	98.77%
Normal Day-1	10/30/01	10,426	9,828	9,782	9,689	99.05%
Normal Day-1	12/5/01	10,875	10,431	10,330	10,167	98.42%
Normal Day-1	12/20/01	11,597	11,193	11,135	10,987	98.67%
Normal Day-2	1/10/02	11,589	10,985	10,763	10,674	99.17%
Normal Day-2	1/28/02	11,593	10,989	10,983	10,904	99.28%
Peak Day	2/25/02	19,618	17,765	17,592	17,447	99.18%
Peak Day	3/19/02	20,408	19,389	19,342	19,208	99.31%
Sub-Total		**105,428**	**98,855**	**97,488**	**96,544**	**99.03%**
Stress Day	4/9/02	9,918	9,001	8,561	8,561	100.00%
Stress Day	4/25/02	11,929	11,331	11,318	11,318	100.00%
Total		**127,275**	**119,187**	**117,367**	**116,423**	**99.20%**

Notes:

1. The number of LSRs submitted expected to receive FOCs does not include intentional errors submitted.
2. The number of LSRs submitted expected to receive FOCs does not include submitted orders that were not flow-through eligible.
3. KPMG Consulting applied a benchmark for receipt of responses (FOC, CLR, or ERR) of 99%.
4. The O-9 SQM standard for FOC timeliness is 95% received within 3 hours.

Table 2-30: EDI ERR/CLR Response Timeliness for BellSouth Florida LSRs

Test Day	Date	Total LSRs Submitted	LSRs Expected to Receive ERR/CLR	ERR/CLR		
				Number Received	Number On-Time	Percent On-Time
Normal Day-1	8/16/01	9,322	428	428	427	99.77%
Normal Day-1	10/30/01	10,426	331	331	329	99.40%
Normal Day-1	12/5/01	10,875	378	378	363	96.03%
Normal Day-1	12/20/01	11,597	367	367	363	98.91%
Normal Day-2	1/10/02	11,589	533[3]	562	546	97.15%
Normal Day-2	1/28/02	11,593	534	534	529	99.06%
Peak Day	2/25/02	19,618	954	945	932	98.62%
Peak Day	3/19/02	20,408	940	940	928	98.72%
Sub-Total		**105,428**	**4,465**	**4,485**	**4,417**	**98.48%**
Stress Day	4/9/02	9,918	683[4]	687	687	100.00%
Stress Day	4/25/02	11,929	347	347	347	100.00%
Total		**127,275**	**5,495**	**5,519**	**5,451**	**98.77%**

Notes:

1. KPMG Consulting applied a benchmark for receipt of responses (FOC, CLR, or ERR) of 99%.
2. The O-8 SQM standard for ERR/CLR timeliness is 97% received within 1 hour.
3. During peak volume testing on January 10, 2002, 29 orders that were expected to receive FOCs received a CLR or ERR.
4. During stress volume testing on April 9, 2002, four orders that were expected to receive FOCs received an ERR.

Table 2-31: TAG FA Response Timeliness for BellSouth Florida LSRs

Test Day	Date	Total LSRs Submitted	LSRs Expected to Receive FAs	FA		
				Number Received	Number On-Time	Percent On-Time
Normal Day-1	8/16/01	100	100	100	100	100.00%
Normal Day-1	10/30/01	95	95	93	90	96.77%
Normal Day-1	12/5/01	80	80	77	77	100.00%
Normal Day-1	12/20/01	100	100	98	98	100.00%
Normal Day-2	1/10/02	100	100	99	99	100.00%
Normal Day-2	1/28/02	99	99	98	98	100.00%
Peak Day	2/25/02	336	336	334	333	99.70%
Peak Day	3/19/02	151	151	151	151	100.00%
Sub-Total		**1,061**	**1,061**	**1,050**	**1,046**	**99.62%**
Stress Day	4/9/02	286	286	286	286	100.00%
Stress Day	4/25/02	277	277	277	277	100.00%
Total		**1,624**	**1,624**	**1,613**	**1,609**	**99.75%**

Notes:

1. KPMG Consulting applied a benchmark for receipt of FAs of 99%.
2. The O-1 SQM standard for FA timeliness is 95% received within 30 minutes.

Table 2-32: TAG FOC Response Timeliness for BellSouth Florida LSRs

Test Day	Date	Total LSRs Submitted	LSRs Expected to Receive FOC	FOC		
				Number Received	Number On-Time	Percent On-Time
Normal Day-1	8/16/01	100	88	86	85	98.84%
Normal Day-1	10/30/01	95	90	90	89	98.89%
Normal Day-1	12/5/01	80	77	77	77	100.00%
Normal Day-1	12/20/01	100	93	93	92	98.92%
Normal Day-2	1/10/02	100	95	94	90	95.74%
Normal Day-2	1/28/02	99	95	94	93	98.94%
Peak Day	2/25/02	336	322	320	306	95.63%
Peak Day	3/19/02	151	141	141	140	99.29%
Sub-Total		**1,061**	**1,001**	**995**	**972**	**97.69%**
Stress Day	4/9/02	286	263	252	252	100.00%
Stress Day	4/25/02	277	250	250	250	100.00%
Total		**1,624**	**1,514**	**1,497**	**1,474**	**98.46%**

Notes:

1. The number of LSRs submitted expected to receive FOCs does not include intentional errors submitted.
2. The number of LSRs submitted expected to receive FOCs does not include submitted orders that were not flow-through eligible.
3. KPMG Consulting applied a benchmark for receipt of responses (FOC, CLR, or ERR) of 99%.
4. The O-9 SQM standard for FOC timeliness is 95% received within 3 hours.

Table 2-33: TAG ERR/CLR Response Timeliness for BellSouth Florida LSRs

Test Day	Date	Total LSRs Submitted	LSRs Expected to Receive ERR/CLR	ERR/CLR		
				Number Received	Number On-Time	Percent On-Time
Normal Day-1	8/16/01	100	2	2	2	100.00%
Normal Day-1	10/30/01	95	3	2	2	100.00%
Normal Day-1	12/5/01	80	0	0	0	N/A
Normal Day-1	12/20/01	100	4	4	4	100.00%
Normal Day-2	1/10/02	100	2	2	2	100.00%
Normal Day-2	1/28/02	99	2	2	2	100.00%
Peak Day	2/25/02	336	0	0	0	N/A
Peak Day	3/19/02	151	5	5	5	100.00%
Sub-Total		**1,061**	**18**	**17**	**17**	**100.00%**
Stress Day	4/9/02	286	14	14	14	100.00%
Stress Day	4/25/02	277	10	10	10	100.00%
Total		**1,624**	**42**	**41**	**41**	**100.00%**

Notes:

1. KPMG Consulting applied a benchmark for receipt of responses (FOC, CLR, or ERR) of 99%.
2. The O-8 SQM standard for ERR/CLR timeliness is 97% received within 1 hour.

Table 2-34: LENS FOC Response Timeliness for BellSouth Florida LSRs

Test Day	Date	Total LSRs Submitted	LSRs Expected to Receive FOC	FOC		
				Number Received	Number On-Time	Percent On-Time
Normal Day-1	8/16/01	100	98	98	98	100.00%
Normal Day-1	10/30/01	100	97	97	96	98.97%
Normal Day-1	12/5/01	99	93	92	90	97.83%
Normal Day-1	12/20/01	95	94	94	94	100.00%
Normal Day-2	1/10/02	96	95	90	88	97.78%
Normal Day-2	1/28/02	98	94	93	93	100.00%
Peak Day	2/25/02	1,876	1,686	1,686	1,686	100.00%
Peak Day	3/19/02	2,466	2,305	2,305	2,305	100.00%
Sub-Total		**4,930**	**4,562**	**4,555**	**4,550**	**99.89%**
Stress Day	4/9/02	3,884	3,367	3,340	3,339	99.99%
Stress Day	4/25/02	5,034	4,781	4,773	4,773	100.00%
Total		**13,848**	**12,710**	**12,668**	**12,662**	**99.95%**

Notes:

1. The number of LSRs submitted expected to receive FOCs does not include intentional errors submitted.
2. The number of LSRs submitted expected to receive FOCs does not include submitted orders that were not flow-through eligible.
3. KPMG Consulting applied a benchmark for receipt of responses (FOC, CLR, or ERR) of 99%.
4. The O-9 SQM standard for FOC timeliness is 95% received within 3 hours.

Table 2-35: LENS ERR/CLR Response Timeliness for BellSouth Florida LSRs

Test Day	Date	Total LSRs Submitted	LSRs Expected to Receive ERR/CLR	ERR/CLR		
				Number Received	Number On-Time	Percent On-Time
Normal Day-1	8/16/01	100	2	2	2	100.00%
Normal Day-1	10/30/01	100	3	3	3	100.00%
Normal Day-1	12/5/01	99	6	5	2	40.00%
Normal Day-1	12/20/01	95	1	1	1	100.00%
Normal Day-2	1/10/02	96	1	6	5	83.00%
Normal Day-2	1/28/02	98	4	4	4	100.00%
Peak Day	2/25/02	1,876	190	190	179	94.00%
Peak Day	3/19/02	2,466	140	140	140	100.00%
Sub-Total		**4,930**	**347**	**351**	**336**	**95.73%**
Stress Day	4/9/02	3,884	513	513	N/A	N/A
Stress Day	4/25/02	5,034	205	205	205	100.00%
Total		**13,848**	**1,065**	**1,069**	**541**	**97.30%**

Notes:

1. KPMG Consulting applied a benchmark for receipt of responses (FOC, CLR, or ERR) of 99%.
2. The O-8 SQM standard for ERR/CLR timeliness is 97% received within 1 hour.
3. The timeliness total excludes April 9, 2002 testing. All expected ERR/CLRs were received.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 38 evaluation criteria considered for the POP Volume Performance Test (TVV2). All 38 criteria received a satisfied result. As all evaluation criteria are satisfied, KPMG Consulting considers the Pre-Order, Order and Provisioning (POP) Volume Performance Test (TVV2) test area satisfied at the time of the final report delivery.

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E. Test Results: Order Flow-Through Evaluation (TVV3)

1.0 Description

The Order Flow-Through Evaluation (TVV3) assessed the ability of mechanized orders, submitted via the Electronic Data Interchange (EDI), the Telecommunications Access Gateway (TAG), and the Local Exchange Navigation System (LENS)[267], to flow from Alternative Local Exchange Carriers (ALEC) through the interface and into BellSouth's ordering system without manual intervention. Orders eligible to flow-through are defined in the BellSouth Business Rules for Local Ordering[268] and the Service Quality Measurement Plan's (SQM's) Local Service Request (LSR) Flow-Through Matrix[269]. Only orders submitted by KPMG Consulting that were eligible to flow through were included in this evaluation. The list of order types eligible to flow-through was updated during the testing period due to BellSouth documentation changes. Such changes were incorporated into the test as they occurred. Supplements and cancels designed to flow-through were also submitted. KPMG Consulting monitored all flow-through eligible order transactions submitted during the Pre-Order, Order, and Provisioning (POP) Functional Evaluation (TVV1) to verify that the orders flowed through in accordance with BellSouth documentation.

In addition, an analysis of the BellSouth retail ordering functionality was conducted to compare the flow-through capabilities of the retail and wholesale systems.

The Order Flow-Through Evaluation (TVV3) results are intended to reflect the KPMG Consulting ALEC experience. The Metrics Calculations Verification and Validation Review (PMR5) evaluated BellSouth's actual metrics calculations based on the definitions in the BellSouth OSS Testing Service Quality Measurements (SQM)[270].

2.0 Business Process

This section describes BellSouth's order flow business process.

2.1 Business Process Description

The following diagrams illustrate the process and system flow for a wholesale, mechanized order from submission through service order generation. Figure 3-1 illustrates the system flow for Digital Subscriber Line (xDSL) orders, and Figure 3-2 illustrates the system flow for Local Number Portability (LNP) orders and all other LSRs.

[267] As of April 3, 2002, the FPSC has removed RoboTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP).
[268] BellSouth Business Rules for Local Ordering, Issue 9K, 9L, 9M, 9N, 9O, 9P, 9Q, 9R, 9S, 10.4, and 10.5.
[269] BellSouth's Service Quality Measurement Plan LSR Flow-Through Matrix, issued October 2000, and Revised Interim Performance Metrics, Version 3.0, approved by the Florida Public Service Commission on June 1, 2001.
[270] Revised Interim Performance Metrics Version 3.0, approved by the Florida Public Service Commission on June 1, 2001.

Figure 3-1: Process Systems Flow for a Wholesale Mechanized xDSL Order

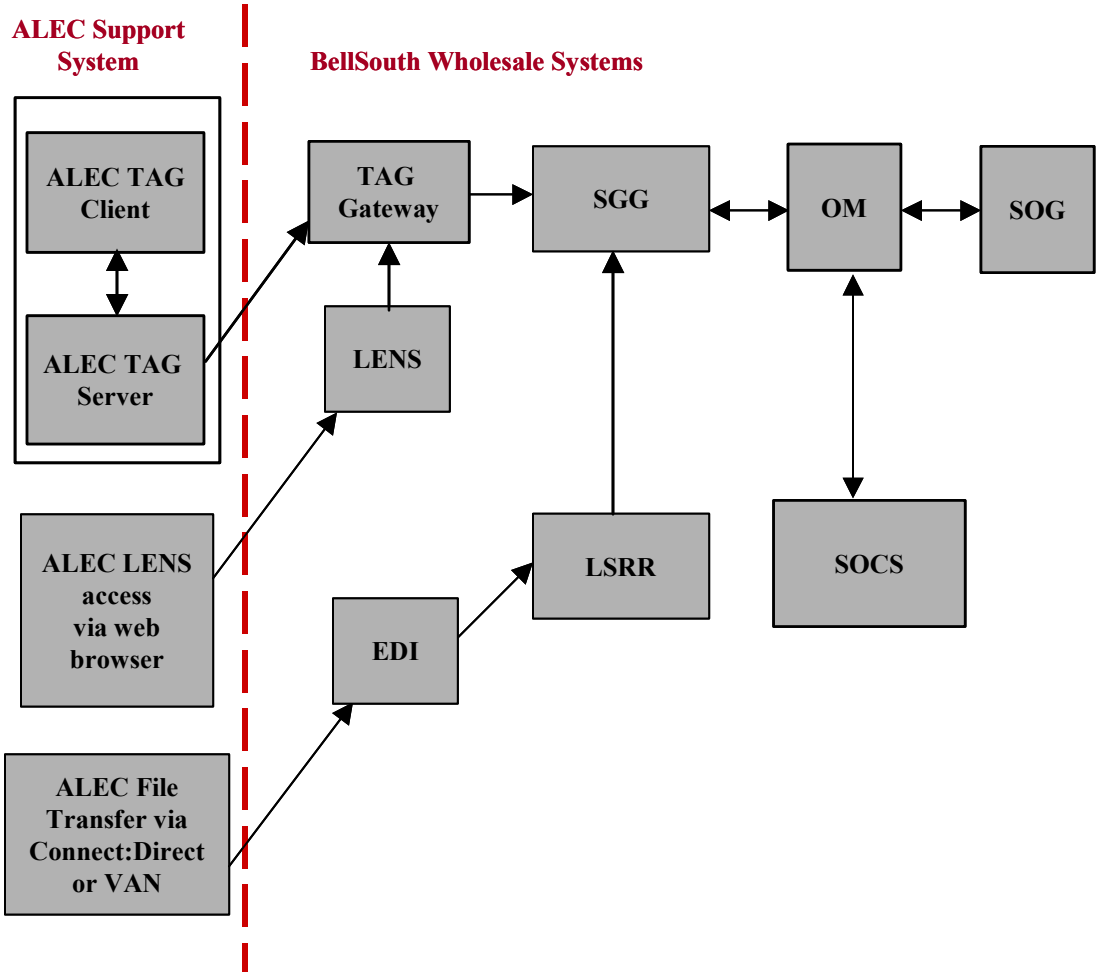
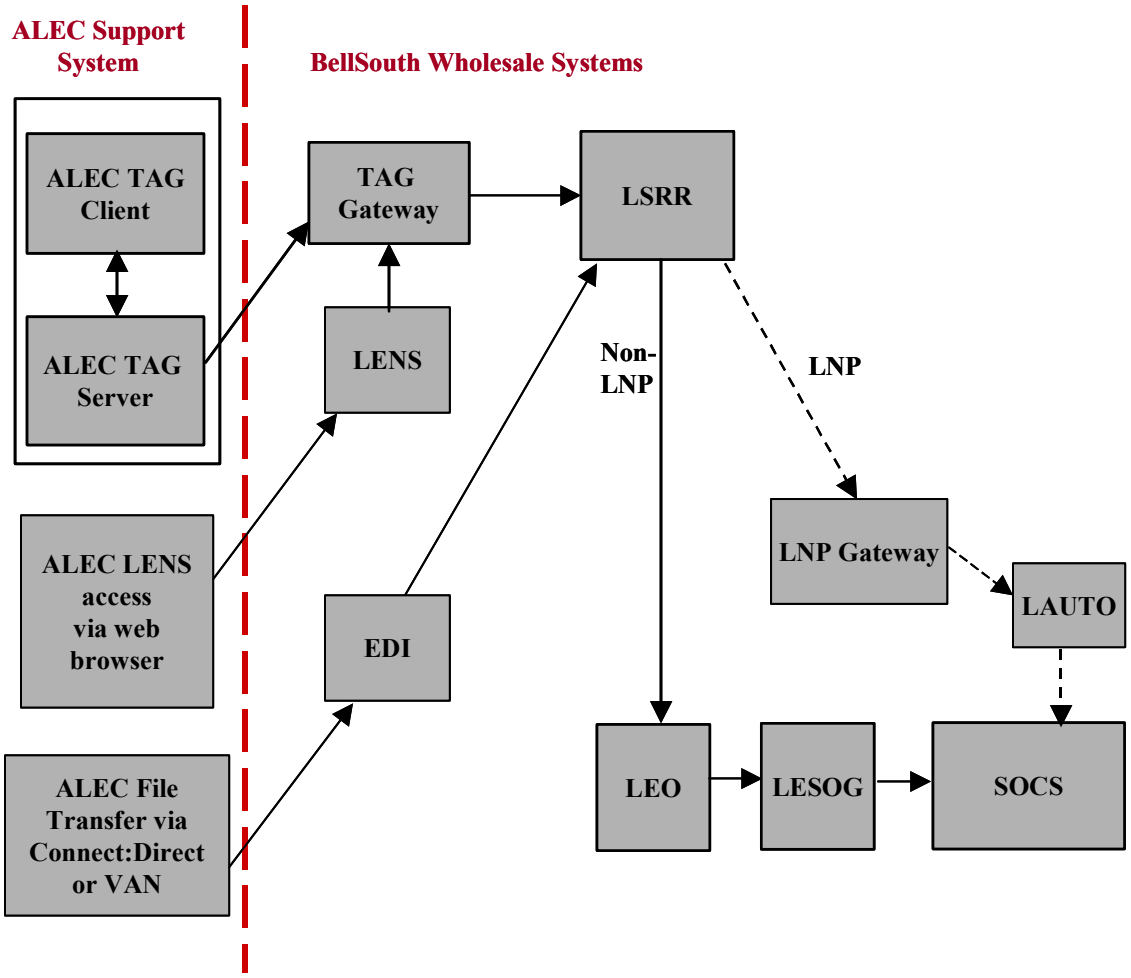


Figure 3-2: Process Systems Flow for a Wholesale Mechanized Order (non-xDSL)



2.1.1 LSR Submission

ALECs enter wholesale orders into the BellSouth Operation Support System (OSS) via one of several interfaces. An ALEC uses the BellSouth LSR Flow-Through Matrix to determine if a product is eligible to be ordered electronically. If a product is not eligible for electronic ordering, the ALEC must submit the order to BellSouth via the Local Carrier Service Center (LCSC) or the Complex Resale Support Group (CRSG), using the BellSouth Business Rules for Local Ordering (BBR-LO). The LSR Flow-Through Matrix designates products that can be electronically ordered as flow-through eligible or not flow-through eligible.

All orders sent through EDI enter BellSouth's OSS through the Local Service Request Router (LSRR). ALEC orders not submitted for Digital Subscriber Line (xDSL) service sent via LENS and TAG are directed from BellSouth's TAG software to LSRR. ALEC orders submitted for xDSL service sent via LENS and TAG are directed from BellSouth's TAG software to the ServiceGate Gateway (SGG).

2.1.2 LSR Order Processing (except LNP and xDSL)

Following entry of orders into the OSS via LSRR, flow-through eligible orders travel through the Local Exchange Ordering (LEO) system and the Local Exchange Service Order Generator (LESOG) to receive a Firm Order Confirmation (FOC) without human intervention.

LEO and LESOG edit the order for validity. LEO performs the first edit checks that an order receives within the BellSouth systems to determine whether data received on the LSR is correctly formatted and complete. The LEO edits check the LSR for compliance with technical interface specifications[271] and applicable business rules[272], which are used to define format and content requirements for the form and fields. If an error is detected in LEO, the order is returned to the originating ALEC with a Fatal Reject (ERR) error response.

An order that passes LEO edits continues on to LESOG. This system formats the service request into BellSouth service order record format and passes the order to the Service Order Communications System (SOCS) for further processing. If an error on the LSR is detected in LEO or LESOG, the ALEC may receive an Auto-Clarification (CLR), which is a system response requesting corrections or additional information. An order that does not pass edit checks may also fall out for manual processing by representatives in the LCSC. An LCSC representative may either pass the order to SOCS or return a clarification to the originating ALEC. When an ALEC receives an error or clarification, the ALEC is required to revise the order and resubmit.

2.1.3 LNP Order Processing

Mechanized Local Number Portability (LNP) orders submitted through EDI, TAG, or LENS are routed from LSRR to the LNP Gateway instead of to LEO. The LNP Gateway retrieves information related to the LNP request. After passing through the LNP Gateway, LNP orders are passed to the LNP Automation (LAUTO) system to be formatted into BellSouth service order record format. LAUTO then sends the order to SOCS for processing. If an order fails within the LNP Gateway, an Auto CLR is issued or the order falls for manual handling in the LCSC.

2.1.4 xDSL Order Processing

Mechanized xDSL orders submitted via EDI are routed from LSRR to SGG. Orders for xDSL service submitted via TAG and LENS are directed from BellSouth's TAG software to the SGG. xDSL orders submitted via EDI undergo format and completeness edits in SGG to determine whether data received on the LSR is correctly formatted and complete. BellSouth's TAG software performs the comparable edits on xDSL orders submitted via TAG and LENS. SGG formats the request and then passes the orders to the Order Manager (OM), which provides the centralized coordination point for retrieving and acting on the data from the supporting OSSs. OM sends requests to the Service Order Generator (SOG), which formats the service request into BellSouth service order record format and sends it back to OM, which passes the order to SOCS for processing. If an order fails during this process, an Auto CLR is issued or the order falls for manual handling in the LCSC.

2.1.5 Service Order Creation

[271] Interface documents that support ordering include the BellSouth EDI Specifications - TCIF 9, the TAG API, and the LENS User Guide.
[272] BellSouth Business Rules for Local Ordering.

All order types are sent to SOCS, the BellSouth system that maintains and routes service order images to various BellSouth systems during the provisioning process. SOCS performs service request provisioning activity for BellSouth retail and wholesale orders. If an ALEC order passes edits in SOCS, a service order is generated and a FOC is returned to the ALEC.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

The Order Flow-Through Evaluation (TVV3) examined test cases submitted as part of the POP Functional Evaluation (TVV1). Expected results for these test cases were determined using publicly available BellSouth order flow-through documentation. See Table 3-1, 3-2, and 3-3 for the transaction types tested in the Order Flow-Through Evaluation (TVV3).

Table 3-1: Resale Order Flow-Through Test Case Scenarios

Activity	Res. POTS	Bus. POTS	Res. ISDN	Bus. ISDN	Centrex	Private Line	PBX
Migration from BellSouth "as is"	X	X	X	X	X		X
ALEC to ALEC migration	X	X					
Feature changes to existing customer	X	X			X		
Migration from BellSouth "as specified"	X	X	X	X			
New customer	X	X			X	X	
Telephone number change	X	X					
Directory change	X	X			X		
Add lines/trunks/circuits	X	X	X	X	X	X	X
Suspend/restore service	X	X					
Disconnect (full and partial)	X	X	X	X	X	X	X
Moves (inside and outside)	X	X					
Convert line to ISDN			X	X			
Migrate from ALEC to BellSouth	X	X					

Table 3-2: Unbundled Network Element (UNE) Order Flow-Through Test Case Scenarios

Activity	Res. Analog Loop	Bus. Analog Loop	Res. xDSL Capable Loop	Bus. xDSL Capable Loop	Bus. DS1 Loop	Line Sharing [273]	UDC [274]	EEL [275]	Inter-office Facilility
Migration from BellSouth without number porting	X	X	X	X	NA [276]			X	
Migration from BellSouth with INP[277]	NA	NA			NA				
Migration from BellSouth with LNP[278]	X	X			NA [279]				
Migration from ALEC to ALEC	X	X				X			
Add new loops to existing customer	X	X	X	X	X			X	
Add new interoffice DS1/DS3 facilities									X
Purchase loops for a new customer	X	X	X	X	X	X	X	X	
Disconnect (full and partial)	X	X			X			X	NA[280]
Moves (inside and outside)	X	X			X				
Standalone directory change	X	X							
Standalone INP[281]	X	X							
Standalone LNP	X	X							
Convert from UNE-P to UNE loop	X	X							

[273] Line Sharing was added to the BBR-LO in Issue 9I on October 12, 2000.
[274] Unbundled Digital Channel (UDC) was added to the BBR-LO in Issue 9E on July 17, 2000.
[275] Enhanced Extended Link (EEL) was added to the BBR-LO in Issue 9E on July 17, 2000.
[276] BellSouth does not support migration of DS1 facilities.
[277] BellSouth no longer offers Interim Number Portability (INP).
[278] Local Number Portability (LNP).
[279] BellSouth does not support migration of DS1 facilities.
[280] KPMG Consulting was unable to obtain facilities from BellSouth to support Interoffice Facility (IOF) disconnects.
[281] BellSouth no longer offers Interim Number Portability (INP).

Activity	Res. Analog Loop	Bus. Analog Loop	Res. xDSL Capable Loop	Bus. xDSL Capable Loop	Bus. DS1 Loop	Line Sharing [273]	UDC [274]	EEL [275]	Inter-office Facilility
Convert from Resale to UNE loop	X	X							

Table 3-3: UNE-Platform (UNE-P) Order Flow-Through Test Case Scenarios

Activity	Res. POTS	Bus. POTS	Res. ISDN	Bus. ISDN	PBX[282]	DID[283]	DID Trunks [284]
Migration from BellSouth "as is"	X	X	X	X	X	X	X
Migrate from ALEC to ALEC	X	X					
Feature changes to existing customer	X	X					
Migration from BellSouth "as specified"	X	X	X	X			
New customer	X	X	NA[285]	NA[286]			
Telephone number change	X	X					
Directory change	X	X					
Add lines/trunks/circuits	X	X	X	X			X
Suspend/restore service	X	X					
Disconnect (full and partial)	X	X	X	X			
Moves (inside and outside)	X	X					
Convert line to ISDN			X	X			
Migrate from ALEC to BellSouth	X	X					
Convert from Resale to UNE-P	X	X	NA[287]	NA[288]			

3.2 Test Targets and Measures

[282] UNE-P PBX was added to the BBR-LO in Issue 9J on December 1, 2000.
[283] UNE-P DID was added to the BBR-LO in Issue 9J on December 1, 2000.
[284] UNE-P DID Trunks were added to the BBR-LO in Issue 9J on December 1, 2000.
[285] BellSouth does not offer new Integrated Switch Digital Network (ISDN) accounts using UNE-P.
[286] BellSouth does not offer new Integrated Switch Digital Network (ISDN) accounts using UNE-P.
[287] BellSouth does not support conversion from Resale ISDN (Residential) to UNE-P ISDN (Residential).
[288] BellSouth does not support conversion from Resale ISDN (Business) to UNE-P ISDN (Business).

The test target was the order flow-through performance of Unbundled Network Element (UNE), Residential, Business[289], and Local Number Portability (LNP) orders. Measures were verified in the test by using the following processes and sub-processes:

- Flow-through documentation;
- Transaction flow-through process;
  - Residential and business resale products and services flow-through orders;
  - Residential and business UNE-Platform (UNE-P) products and services flow-through orders;
  - Loop products and services flow-through orders; and
  - LNP flow-through orders.

3.3 Data Sources

The data collected for the test included the following:

- BellSouth Business Rules for Local Ordering;
- Service Quality Measurements LSR Flow-Through Matrix;
- KPMG Consulting POP Functional Evaluation (TVV1) test cases;
- Weekly and monthly flow-through reports generated by BellSouth; and
- The BellSouth Telecommunications, Inc. OSS Evaluation Project Master Test Plan (MTP), final version 3.0.

3.4 Data Generation/Volumes

BellSouth and KPMG Consulting performed the following data collection activities for this test:

- KPMG Consulting determined flow-through eligibility for each test case and instance prior to submission. This determination was based on publicly available BellSouth flow-through documentation.
- KPMG Consulting generated test transactions as part of the POP Functional Evaluation (TVV1) with unique Purchase Order Numbers (PONs). Information on these PONs was gathered, including FOC and/or CLR and Completion Notice (CN) status.
- BellSouth generated a set of reports from March 2001 through May 2002 that identified the actual flow-through status of transactions as Fully Mechanized (FM) or Partially Mechanized (PM)[290] and transmitted these reports to KPMG Consulting.

3.5 Evaluation and Analysis Methods

The evaluation process was composed of the following work steps:

- Review BellSouth flow-through documentation[291];

[289] The residential and business elements of the test included resale and UNE-Platform.
[290] These reports included the monthly LSR detail reports produced as a part of Ordering Measure O-6: CLEC LSR Information of the Revised Interim Performance Metrics, Version 3.00, Issued June 2001, as well as weekly reports requested by KPMG Consulting.

- Identify expected flow-through cases based on the BellSouth flow-through documentation;
- Develop a report and validation process to track flow-through status;
- Submit transactions via EDI, TAG, LENS, and RoboTAG[292];
- Receive and analyze the BellSouth flow-through report;
- Compare expected flow-through outcome to actual flow-through outcome;
- Generate a set of reports providing data on expected, unexpected, and missing PONs;
- Identify and analyze unexpected results;
- Issue observations or exceptions when applicable;
- Monitor retests for unexpected results when a system fix or documentation change is issued by BellSouth in response to an observation or exception; and
- Perform analysis on flow-through findings to determine if evaluation criteria were satisfied.

The Order Flow-Through Evaluation (TVV3) included a checklist of evaluation measures developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the Order Flow-Through Evaluation (TVV3).

The data collected were analyzed employing the evaluation criteria detailed in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is provided in Table 3-4. For additional exception and observation information, refer to Appendices D and E respectively. The test criteria and results are presented in Table 3-5.

[291] BellSouth Business Rules for Local Ordering and the SQM LSR Flow-Through Matrix.
[292] As of April 3, 2002, the FPSC has removed RoboTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP). Further testing of through this interface was suspended.

Table 3-4: TVV3 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	5	5
Total Disposed as of Final Report Date	2	5
Total Remaining Open as of Final Report	3	0

Table 3-5: TVV3 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
TVV3-1	BellSouth systems process residential resale and UNE-P order transactions in accordance with published flow-through rules.	Satisfied	BellSouth systems process residential resale and UNE-P order transactions in accordance with published flow-through rules. KPMG Consulting used the O-3: Percent Flow-Through Service Requests (Summary) SQM standard[293] for residential resale and UNE-P order transactions. The standard is 95% flow-through. During the initial production testing from March 13, 2001 through November 25, 2001, KPMG Consulting issued 696 residential resale and UNE-P orders that were expected to flow-through BellSouth systems. Of the 696 orders, 577 (82.90%) flowed through. Exception 86 was issued to detail that BellSouth's performance on residential flow-through through June 29, 2001 was below the SQM standard. BellSouth's response to Exception 86 indicated that defects and features were implemented in releases in September 2001 and November 2001 to address flow-through problems. KPMG Consulting began retesting on November 26, 2001. During production retesting from November 26, 2001 through February 17, 2002, KPMG Consulting issued 221 residential resale and UNE-P orders that were expected to flow-through BellSouth systems. Of the 221 orders, 188 (85.07%) flowed through. Based on retesting results through January 4, 2002, KPMG Consulting amended Exception

[293] Ordering Measure O-3 of the SQM Plan.

Test Reference	Evaluation Criteria	Result	Comments
			86. The amendment noted that BellSouth's performance on residential flow-through was below the SQM standard of 95%. BellSouth's response to Amended Exception 86 indicated that a defect modification was completed in a release in February 2002 to address orders that fell out for manual handling due to a calculate due date problem. KPMG Consulting began a second retest on February 28, 2002. During the production second retest from February 28, 2002 through May 15, 2002, KPMG Consulting issued 442 residential resale and UNE-P orders that were expected to flow-through BellSouth systems. Of the 442 orders, 417 (94.34%) flowed through. Based on retesting results through March 31, 2002, KPMG Consulting issued Third Amended Exception 86. The amendment noted that BellSouth's performance on residential flow-through was below the SQM standard. BellSouth's response noted that some planned manual fall-out items should be excluded from calculations. The response also indicated that a documentation defect would be corrected in May 2002, LCSC methods and procedures would be updated in May 2002, and BellSouth would provide additional training to representatives who handled LSRs in error. Following BellSouth's response, KPMG Consulting determined that during the full second retest, conducted from February 28, 2002 through May 15, 2002, BellSouth's residential flow-through performance was 94.13%. 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. 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 0.2920, above the 0.0500 cut-off for a statistical conclusion of failure. Exception 86 is closed. See Table 3-6: Detailed Results for Residential

Test Reference	Evaluation Criteria	Result	Comments
			Products for additional details.
TVV3-2	BellSouth systems process UNE[294] order transactions in accordance with published flow-through rules.	Not Satisfied	BellSouth systems do not process UNE order transactions in accordance with published flow-through rules. KPMG Consulting used the O-3: Percent Flow-Through Service Requests (Summary) SQM standard[295] for UNE order transactions. The standard is 85% flow-through. During the initial production testing from March 13, 2001 through November 25, 2001, KPMG Consulting issued 566 UNE orders that were expected to flow-through BellSouth systems. Of the 566 orders, 416 (73.50%) flowed through. The initial flow-through test did not include Digital Subscriber Line (DSL) orders. Exception 122 was issued detailing that BellSouth did not provide flow-through classification information on the LSR Detail Report[296] for DSL orders. Exception 122 remains open pending corrective action taken by BellSouth. During production retesting from November 26, 2001 through February 17, 2002, KPMG Consulting issued 196 UNE orders that were expected to flow-through BellSouth systems. Of the 196 orders, 161 (82.14%) flowed through. Exception 136 was issued detailing that BellSouth's performance on UNE flow-through during testing through January 4, 2002 was below the SQM standard. BellSouth's response to Exception 136 indicated that a defect modification was completed in a release in February 2002 to address orders that fell out for manual handling due to a calculate due date problem. KPMG Consulting began its second retest on February 28, 2002. During the production second retest from February 28, 2002 through May 15, 2002, KPMG Consulting issued 378 UNE orders that were expected to flow-through BellSouth systems. Of the 378 orders, 282

[294] UNE transactions include analog and digital loops.
[295] Ordering Measure O-3 of the SQM Plan.
[296] Ordering Measure O-6 of the SQM Plan.

Test Reference	Evaluation Criteria	Result	Comments
			(74.60%) flowed through. Based on retesting results through March 24, 2002, KPMG Consulting issued Second Amended Exception 136. The amendment noted that BellSouth's performance on UNE flow-through was below the SQM standard. BellSouth's response indicated that a system enhancement was opened and implemented on June 1, 2002, to increase the opportunity for flow through of xDSL migration orders. Exception 136 remains open. See Table 3-7: Detailed Results for UNE products for additional details.
TVV3-3	BellSouth systems process business resale and UNE-P order transactions in accordance with published flow-through rules.	Satisfied	BellSouth systems process business resale and UNE-P order transactions in accordance with published flow-through rules. KPMG Consulting used the O-3: Percent Flow-Through Service Requests (Summary) SQM standard[297] for business, residential and UNE-P order transactions. The standard is 90% flow-through. During the initial production testing from March 13, 2001 through November 25, 2001, KPMG Consulting issued 691 business resale and UNE-P orders that were expected to flow-through BellSouth systems. Of the 691 orders, 621 (89.87%) flowed through. Exception 86 was issued to note that BellSouth's performance on business flow-through through June 29, 2001 was below the SQM standard. BellSouth's response to Exception 86 indicated that defects and features were implemented in releases in September 2001 and November 2001 to address flow-through problems. KPMG Consulting began retesting on November 26, 2001. Based on retesting results through January 4, 2002, KPMG Consulting amended Exception 86. The amendment noted that BellSouth's performance on business flow-through was below the SQM standard of 90%. BellSouth's response to Amended Exception 86 indicated that a defect modification was completed in a release in February 2002 to

[297] Ordering Measure O-3 of the SQM Plan.

Test Reference	Evaluation Criteria	Result	Comments
			address orders that fell out for manual handling due to a calculate due date problem. During the entire production retesting from November 26, 2001 through February 17, 2002, KPMG Consulting issued 199 business resale and UNE-P orders that were expected to flow-through BellSouth systems. Of the 199 orders, 189 (94.97%) flowed through. KPMG Consulting conducted a retest of business resale and UNE-P order transactions[298]. KPMG Consulting began its second production retest on February 28, 2002; although business flow-through was not a target of this retest, business transactions were submitted to retest other areas of failure. Based on production results through March 31, 2002, KPMG Consulting issued Third Amended Exception 86. The amendment noted that BellSouth's performance on business flow-through was below the SQM standard of 90%. BellSouth's response noted that some planned manual fallout items should be excluded from calculations. The response also indicated that a documentation defect would be corrected in May 2002, LCSC methods and procedures would be updated in May 2002, and BellSouth would provide additional training to representatives who handled LSRs in error. During the entire second production retest from February 28, 2002 through May 15, 2002, KPMG Consulting issued 533 business resale and UNE-P orders that were expected to flow-through BellSouth systems. Of the 533 orders, 487 (91.37%) flowed through. Exception 86 is closed. See Table 3-8: Detailed Results for Business products for additional details.

[298] When a test result indicates system and/or representative performance deficiencies for a specific criteria, KPMG Consulting's methodology is to conduct a retest of related evaluation criteria; report results; and issue Observation or Exceptions.

Test Reference	Evaluation Criteria	Result	Comments
TVV3-4	BellSouth systems process LNP order transactions in accordance with published flow-through rules.	Not Satisfied	BellSouth systems do not process LNP order transactions in accordance with published flow-through rules. KPMG Consulting used the SQM standard[299] O-3 for LNP order transactions. The standard is 85% flow-through. During production testing from March 13, 2001 through November 25, 2001, KPMG Consulting issued 110 LNP orders that were expected to flow-through BellSouth systems. Of the 110 orders, 79 (71.82%) flowed through. Exception 121 was issued detailing that BellSouth's performance on LNP flow-through was below the SQM standard of 85%. BellSouth's response to Exception 121 indicated that KPMG Consulting should exclude several items because the orders were planned fallout. BellSouth also posted a red-line SQM to clarify LNP planned manual fallout on supplemental (SUP) orders. Based on BellSouth's response, KPMG Consulting conducted an LNP flow-through retest. During the LNP flow-through retest from November 30, 2001 through April 30, 2002, KPMG Consulting issued 34 LNP orders that were expected to flow-through BellSouth systems. Of the 34 orders, 28 (82.35%) flowed through. KPMG Consulting issued Amended Exception 121 to note that BellSouth's LNP flow-through retest performance was below the SQM standard of 85%. Exception 121 remains open. See Table 3-9: Detailed Results for LNP Products for additional details.
TVV3-5	BellSouth flow-through documentation is complete, accurate, and clear.	Satisfied	BellSouth flow-through documentation is complete, accurate, and clear. KPMG Consulting evaluated order flow-through documentation available on the BellSouth website. During KPMG Consulting's initial review of BellSouth's flow-through documentation, the documentation was found to be incomplete and inconsistent, and Exception 33 was issued. BellSouth updated the LSR Flow-Through

[299] Ordering Measure O-3 of the SQM Plan.

Test Reference	Evaluation Criteria	Result	Comments
			Matrix to include missing information and updated product flow-through information in the LSR Flow-Through Matrix[300] to address the issues identified in Exception 33. KPMG Consulting found that the documentation was updated and is complete. Exception 33 was closed.

4.2 Additional Data

Table 3-6: Detailed Results for Residential Products

Initial Test: March 13, 2001 – November 25, 2001	
Number of Expected Flow-Through FOCs	696
Number of Flow-Through FOCs	577
Percent Flow-Through	82.90%
SQM Benchmark	95%
First Retest: November 26, 2001 – February 17, 2002	
Number of Expected Flow-Through FOCs	221
Number of Flow-Through FOCs	188
Percent Flow-Through	85.07%
SQM Benchmark	95%
Second Retest: February 28, 2002 – May 15, 2002	
Number of Expected Flow-Through FOCs	443
Number of Flow-Through FOCs	417
Percent Flow-Through	94.13%
SQM Benchmark	95%

[300] BellSouth's SQM Plan LSR Flow Through Matrix, June 2001.

Table 3-7: Detailed Results for UNE Products

Initial Test: March 13, 2001 – November 25, 2001	
Number of Expected Flow-Through FOCs	566
Number of Flow-Through FOCs	416
Percent Flow-Through	73.50%
SQM Benchmark	85%
First Retest: November 26, 2001 – February 17, 2002	
Number of Expected Flow-Through FOCs	196
Number of Flow-Through FOCs	161
Percent Flow-Through	82.14%
SQM Benchmark	85%
Second Retest: February 28, 2002 – May 15, 2002	
Number of Expected Flow-Through FOCs	378
Number of Flow-Through FOCs	282
Percent Flow-Through	74.60%
SQM Benchmark	85%

Table 3-8: Detailed Results for Business Products

Initial Test: March 13, 2001 – November 25, 2001	
Number of Expected Flow-Through FOCs	691
Number of Flow-Through FOCs	621
Percent Flow-Through	89.87%
SQM Benchmark	90%
First Retest: November 26, 2001 – February 17, 2002	
Number of Expected Flow-Through FOCs	199
Number of Flow-Through FOCs	189
Percent Flow-Through	94.97%
SQM Benchmark	90%
Second Retest: February 28, 2002 – May 15, 2002	
Number of Expected Flow-Through FOCs	533
Number of Flow-Through FOCs	487
Percent Flow-Through	91.37%
SQM Benchmark	90%

Table 3-9: Detailed Results for LNP Products

Initial Test: March 13, 2001 – November 25, 2001	
Number of Expected Flow-Through FOCs	110
Number of Flow-Through FOCs	79
Percent Flow-Through	71.82%
SQM Benchmark	85%
Retest: November 26, 2001 – April 30, 2002	
Number of Expected Flow-Through FOCs	34
Number of Flow-Through FOCs	28
Percent Flow-Through	82.35%
SQM Benchmark	85%

5.0 Parity Evaluation

KPMG Consulting conducted a retail-wholesale functionality comparison as included in the Master Test Plan. This comparison found that retail order requests entered into the BellSouth systems by retail customer contact representative result in a service order format that can be transmitted directly to SOCS.

ALECs use the industry-standard LSR format to submit wholesale orders via electronic interfaces. The LSR goes through an edit and service order generation process to translate the LSR into a service order format that is then transmitted directly to SOCS.

Since retail orders do not require a translation process, retail orders do not experience fallout that can be compared to the fallout experienced by wholesale orders.

The wholesale equivalents of the BellSouth retail representatives are the representatives in the LCSC. The LCSC representatives process the LSRs that have fallen out of the wholesale ordering systems and input these requests, using a BellSouth service order negotiation system, into a SOCS compatible service order format that is directly transmitted to SOCS.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were five evaluation criteria considered for the Order Flow-Through Evaluation (TVV3). Three evaluation criteria received a satisfied result. Two evaluation criteria received a not satisfied result. Due to the not satisfied evaluation criteria (TVV3-2 and TVV3-4), it is KPMG Consulting's opinion that significant issues remain unresolved in the TVV3 testing area.

V. Provisioning Domain Results and Analysis

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A. Test Results: Collocation and Network Design Verification and Validation Review (PPR6)

1.0 Description

The Collocation and Network Design Verification and Validation Review (PPR6) evaluated BellSouth processes, procedures, supporting systems, and tools for establishing and maintaining Alternative Local Exchange Carriers' (ALEC) ability to access Unbundled Network elements (UNEs). The test also evaluated BellSouth's trunk forecasting methodology, which includes the treatment of proprietary information.

Collocation permits an ALEC to offer UNE services to their customers, as well as allowing connection of these customers to the Public Switched Telephone Network (PSTN) through Inter-Office Facilities (IOF). The Network Design process allows an ALEC to establish a presence in a BellSouth switch when an ALEC requires dial tone from a BellSouth switch port.

Interconnection is the connection of separate pieces of equipment or transmission facilities within, between, or among telecommunication networks. The architecture of interconnection may include collocation arrangements, entrance facilities, and Mid-Span Fiber Meet arrangements. This test did not examine interconnection for other purposes such as from network to network (i.e., with an Inter-Exchange Carrier).

2.0 Business Process

This section describes BellSouth's collocation and network design business process.

2.1 Business Process Description

BellSouth provides collocation and network design planning services to facilities-based local exchange carriers in order to support the provisioning of UNEs.

2.1.1 Network Design

The purpose of the network design process is: i) to gather detailed information related to an ALEC's desired service offering, ii) to jointly determine the criteria necessary for network design and iii) to initiate the process of establishing ALEC services. ALEC services are based upon desired product offerings, which include determining collocation, trunk, and operator services requirements. The ALEC identifies and communicates the relevant network design characteristics to BellSouth based on the type of service the ALEC is interested in providing to its customer base. BellSouth assigns team members to coordinate network design activities with ALECs. A Project Manager in the Local Interconnection Service Center (LISC) is responsible for new trunking requests and local interconnection. The Pre-Sale Quality Team assists the ALEC with establishing a billing account while an Account Team Regional Collocation Coordinator (ATCC) serves as the main point of contact.

2.1.2 Collocation

A collocation arrangement is required for ALECs wishing to offer UNE services such as local loop and interoffice facilities. Collocation can take two general forms: virtual or physical.

Virtual Expanded Interconnection Service (VEIS), or virtual collocation, consists of an ALEC providing and transferring ownership of its telecommunication equipment to BellSouth. BellSouth pays a fee to the ALEC for transfer of equipment ownership. Since ALECs do not

have physical access to equipment, BellSouth performs the actual provisioning, maintenance, and repair activities at the instruction of the ALEC. Even though the physical equipment is located among BellSouth's own equipment arrangement, that equipment is dedicated to the ALEC.

Physical Expanded Interconnection Service (PEIS), or physical collocation, provides a secure area in a central office for the ALEC to own, install, maintain, and administer its own telecommunications equipment. Unlike virtual collocation, the ALEC has direct access to its equipment. There are variations of physical collocation that can be requested by the ALECs such as: Caged Collocation, Cageless Collocation, Shared Collocation, and Adjacent Collocation.

- Caged collocation provides ALECs with a secured environment whereby the ALEC's equipment is placed inside an enclosed cage.
- Cageless collocation enables an ALEC to collocate its equipment without the construction of an enclosed cage. With cageless collocation, BellSouth makes available collocation in single bay increments.
- Shared collocation allows for more than one ALEC to share cage collocation arrangement.
- Adjacent collocation is available when the central office lacks space for collocation equipment. In this case, the equipment is placed outside of the central office.

E-Application is the on-line system used by BellSouth to monitor and track collocation projects. E-Application is available for ALECs to submit new or augment collocation requests, as well as to review the status of collocation requests.

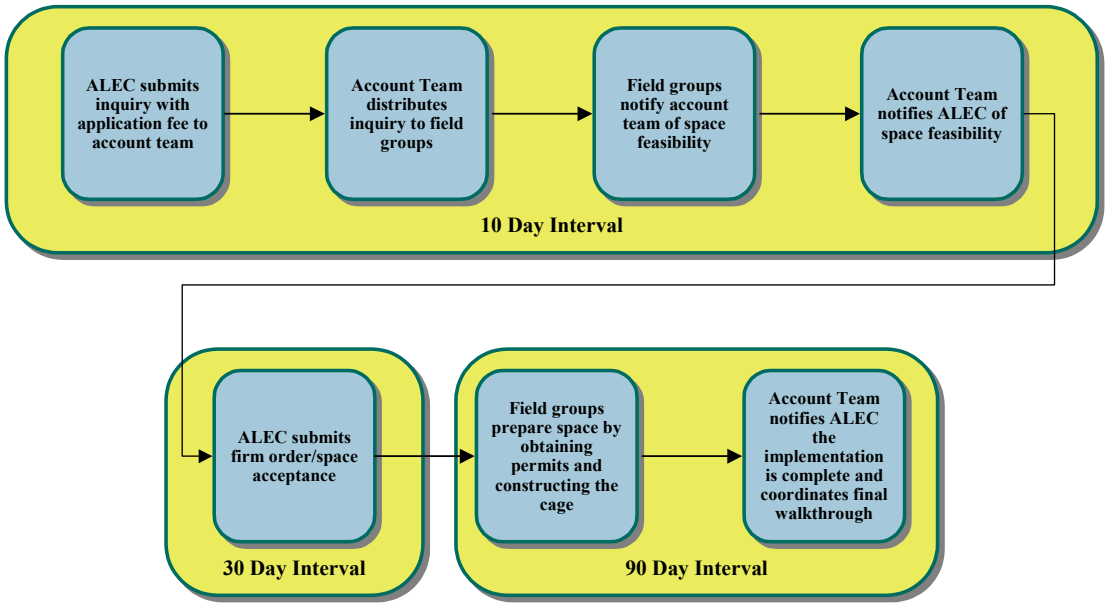
2.1.2.1 Collocation Process

The Account Team Regional Collocation Coordinator (ATCC) coordinates meetings between ALECs and BellSouth during the collocation project and schedules the space acceptance walkthrough upon completion. The general timeline of major functions within a collocation project is:

- BellSouth's Response to Application – 10 business days;
- ALEC Firm Order/Acceptance – 30 business days; and
- Completion of Order – 90 business days

Figure 6-1 below depicts the collocation process and the associated timeline.

Figure 6-1: Collocation Process



To meet these timelines, the Interconnection Network Access Coordinator (INAC) tracks the progress of the collocation projects in the 3-Application system, which is updated by various internal groups working on the collocation project.

2.1.2.2 Termination of Space

The collocation process includes three ways for an ALEC to terminate space:

- Voluntary termination – The ALEC submits a disconnect application to terminate occupancy of the collocated space. The ALEC is required to vacate the space within 30 days after acceptance of the disconnect application and a BellSouth certified vendor must remove the equipment.
- Involuntary termination – The space is deemed involuntarily terminated when BellSouth is forced to terminate the ALEC's collocation arrangement due to nonpayment. In this case, BellSouth is responsible for the removal of collocation equipment and clearing the space. BellSouth will negotiate on a case-by-case basis reclaim of equipment by an ALEC.
- Abandonment – The space is considered abandoned when the ALEC halts payment for collocation services without submitting a disconnect application. If the ALEC wants to reclaim the equipment, BellSouth will negotiate on a case-by-case basis.

2.1.3 Trunk Forecasting

ALEC provisioning of local exchange services could cause significant changes in traffic loads carried by the BellSouth network. Therefore, ALECs complete trunk forecasts as outlined in their Interconnection Agreement with BellSouth and provide predicated traffic volumes so that BellSouth may make necessary plans to augment network facilities where necessary. ALECs are requested to provide the INAC with a five-year forecast for their anticipated traffic volume. Significant changes replacing the original forecast are to be provided to the INAC as soon as possible.

BellSouth stated that it shares trunking information only with internal organizations involved with trunking and equipment installation. The BellSouth employee responsible for forecasting a particular geographical area is able to access ALEC's forecasted data for that area only. BellSouth is obligated by the Interconnection Agreement to safeguard these proprietary and sensitive records. All ALEC forecasted data is destroyed after one year.

Trunking requests are submitted, tracked and monitored using the Common Access Front End (CAFÉ) and Exchange Access and Control Tracking (EXACT) systems. CAFÉ is the system used by ALECs to submit Access Service Requests (ASRs) for trunks while EXACT is the system used by BellSouth to monitor and track trunk requests.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target was BellSouth's collocation and network design planning processes, which included reviews of the following processes and sub-processes:

- Collocation and network design;
  - Planning;
  - Project Management;
  - Resources;
  - Testing and implementation;
- Trunk Forecasting;
  - Forecast development;
  - Forecast security;
  - Forecast usage;
- Capacity Management Process; and
- Originating Line Number Screening (OLNS)

3.3 Data Sources

The data collection performed for this test centered on interviews and reviews of the following documentation supplied by BellSouth at the request of KPMG Consulting:

- Account Team Regional Collocation Center – Account Team Regional Collocation Coordinator Procedures;
- BellSouth Start-Up Guide;
- BellSouth Collocation Handbook;
- Draft Interconnection Agreement; and
- Florida Public Service Commission Order No. PSC-00-0941-FOF-TP – May 11, 2000.

3.4 Data Generation/Volumes

This test did not rely on generation or volume testing.

3.5 Evaluation and Analysis Methods

The evaluation methods performed for this test relied on the analysis of information obtained through interviews with and documentation provided by BellSouth personnel supporting collocation and network design processes. In addition, discussions were held with members of the ALEC community to understand their experiences with collocation and/or network design processes.

The Collocation and Network Design Verification and Validation Review (PPR6) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth Florida OSS Evaluation. These evaluation criteria, detailed in the Florida Master Test Plan, provided the framework of norms, standards and guidelines for the Collocation and Network Design Verification and Validation Review (PPR6).

The data collected were analyzed employing the evaluation criteria identified in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 6-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 6-2.

Table 6-1: PPR6 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	0	2
Total Disposed as of Final Report Date	0	2
Total Open as of Final Report Date	0	0

Table 6-2: PPR6 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Results	Comments
Network Design			
PPR6-1	Network design projects are implemented through structured, documented methodologies.	Satisfied	BellSouth adheres to structured, documented methodologies to support the implementation of network design projects. The BellSouth Products and Services Interval Guide[1], Selective Call Routing Using Line Class Codes[2] , and BellSouth's Market Service Description of SCR-LCC for OS/DA Branding Options[3] detail the methodology and structure for planning and implementing network design projects. The following documents also outline the methodology and structure for network design projects: ♦ Local Interconnection Quality Process Improvement, Issue 1a, October 2001; ♦ Operator Services and Repair Service for CLECs - Methods and Procedures for the CCM, Issue 4, June 8, 2001; ♦ OS/DA Process Flow Document, June 8, 2001; ♦ Selective Call Routing with Line Class Codes (OSDA) CWINS – Job Aide (Phase One), April 12, 2001; ♦ UNE-P/Reseller OA/DA branding Via OLNS Software, January 11, 2002; ♦ Unbundled Local Switching Technical Service Description, Issue 9, June 5, 2001; and ♦ Unbundled Network Element Combinations (UNEs) - Recent Change Memory Administration Group (RCMAG) Methods and Procedures, Issue A9, June 2001. KPMG Consulting reviewed the relevant Network Design forms and project artifacts and found that processes, as described in the methodology, are followed.

[1] BellSouth Products and Services Interval Guide, Issue 5F, March 2002
[2] Selective Call Routing Using Line Class Codes, Version 3, August 28, 2001
[3] BellSouth's Market Service Description of SCR-LCC for OS/DA Branding Options, Version 1, April 30, 2001

Test Reference	Evaluation Criteria	Results	Comments
PPR6-2	BellSouth and ALEC responsibilities are defined and available for network design implementations.	Satisfied	BellSouth and ALEC responsibilities for network design implementations are defined in the BellSouth Start-Up Guide[4] and available on BellSouth's website[5]. Responsibilities of BellSouth groups processing network design requests are found in the Local Interconnection Quality Process Improvement[6], the Operator Services and Repair Service for CLECs – Methods and Procedures for the CCM[7], and OS/DA Process Flow Document[8].
PPR6-3	A tracking tool is used to monitor and/or collect information on network design projects.	Satisfied	BellSouth uses tracking tools EXACT and CAFÉ to monitor and collect information on network design projects. EXACT is a system used to track information and critical dates pertaining to network design requests. KPMG Consulting observed EXACT in operation at the North Florida and South Florida Network Infrastructure Support Centers (NISC), as well as project artifacts from the EXACT system. CAFÉ is an on-line front-end system used by ALECs to submit and monitor Access Service Requests (ASRs), which are necessary when setting up trunks for call routing. ALECs set up a user ID and password to access CAFÉ and are able to view the status of their ASRs on this system, unless the requests are faxed. The ALEC can contact the ATCC or Project Manager for the status of its faxed requests. KPMG Consulting reviewed the relevant tracking tools and project artifacts and found that processes, as described, are followed.
PPR6-4	Formal processes exist to communicate network design decisions to ALEC and BellSouth participants.	Satisfied	Formal processes exist to communicate network design decisions and are found in Unbundled Local Switching Technical Service Description[9], UNE-P/Reseller OA/DA branding Via OLNS Software[10], OS/DA Process Flow Document[11], and Local Interconnection Quality Process Improvement[12]. During a May 30, 2001 interview with an Account Manager, KPMG Consulting found that the ALEC meets with a BellSouth Project Manager to discuss

[4] BellSouth Start-Up Guide, Issue 1.5, April 2002, sections 4.0 and 6.0
[5] www.interconnection.bellsouth.com
[6] Local Interconnection Quality Process Improvement, Issue 1a, October 2001
[7] Operator Services and Repair Service for CLECs - Methods and Procedures for the CCM, Issue 4, June 8, 2001
[8] OS/DA Process Flow Document, June 8, 2001
[9] Unbundled Local Switching Technical Service Description, Issue 9, June 5, 2001, pages 16-17
[10] UNE-P/Reseller OA/DA branding Via OLNS Software, January 11, 2002
[11] OS/DA Process Flow Document, June 8, 2001
[12] Local Interconnection Quality Process Improvement, Issue 1a, October 2001

Test Reference	Evaluation Criteria	Results	Comments
			preliminary requirements. During this meeting, the ALEC and the Project Manager review a pre-planning checklist and identify design and planning activities. KPMG Consulting reviewed network design project artifacts that included a completed pre-planning checklist and documentation of a kickoff meeting between the ALEC and BellSouth. The ATCC serves as the primary point of contact for ALECs. Communication occurs through electronic, verbal and written correspondence.
PPR6-5	The network design implementation process includes dispute resolution and escalation procedures that are defined, documented and available to both the ALEC and BellSouth.	Satisfied	The network design implementation process includes dispute resolution and escalation procedures that are defined, documented and available to the ALEC and BellSouth. The escalation procedures for local service products are found on the BellSouth website at http://www.interconnection.bellsouth.com/contact/cleccare_esc.html under "CLEC Cares Escalation Procedures". Disputes for general network design items are escalated through the ATCC. The ATCC escalation process is available on the BellSouth website above under "CLEC Cares Escalation Procedures". Additionally, escalations and dispute resolution for trunk ordering are directed to the Local Interconnection Services Center (LISC). KPMG Consulting reviewed the LISC Escalation List, which ALECs can request from their Account Team.
PPR6-6	Procedures are in place for defining, estimating, documenting, and managing the design and costs of network design implementations.	Satisfied	Procedures for defining, estimating, documenting, and managing the design and costs of network design implementations are defined in The BellSouth Start-Up Guide[13], available on BellSouth's website[14], the Unbundled Network Element Combinations (UNEs) – Recent Change Memory Administration Group (RCMAG) Methods and Procedures[15], and the Unbundled Local Switching Technical Service Description[16]. The Standard Interconnection Agreement lists both non-recurring and recurring rates for Line Class Codes and Channel Dedicated Transport. KPMG Consulting reviewed project artifacts and found that

[13] BellSouth Start-Up Guide, Issue 1.5, April 2002, Section 6.0
[14] www.interconnection.bellsouth.com
[15] Unbundled Network Element Combinations (UNEs) - Recent Change Memory Administration Group (RCMAG) Methods and Procedures, Issue A9, June 2001
[16] Unbundled Local Switching Technical Service Description, Issue 9, June 5, 2001

Test Reference	Evaluation Criteria	Results	Comments
			procedures, as described, are followed.
PPR6-7	Standards of delivery are established for network design implementations.	Satisfied	Standards of delivery are established for network design implementations and can be found in: ♦ The Unbundled Local Switching Service Description and Specifications Implementation Methods and Procedures; ♦ Unbundled Local Switching DMS 100 Implementation Methods and Procedures – Selective Routing; and ♦ Unbundled Local Switching Siemens Stromberg-Carlson Implementation Methods and Procedures. During a May 30, 2001 interview with an Account Manager, KPMG Consulting found that before the completion of network design projects, BellSouth performs various test calls to ensure standard delivery across network design implementations. KPMG Consulting confirmed that BellSouth performs these test calls by reviewing test call results for OS/DA trunks that occurred during April of 2002.
Collocation			
PPR6-8	Collocation projects are implemented through structured, documented methodologies.	Satisfied	BellSouth has structured and documented methodologies for implementing collocation projects. The BellSouth Collocation Handbook[17], BellSouth Standard Central Office Collocation Agreement[18] and BellSouth Remote Site Collocation Agreement[19] details the methodology and structure for collocation implementations. Each ALEC is assigned to an ATCC who assists in the delivery of collocation projects. KPMG Consulting reviewed the relevant collocation forms and project documentation and found that processes, as described in the methodology, are followed.
PPR6-9	BellSouth and ALEC responsibilities are defined	Satisfied	BellSouth and ALEC collocation responsibilities are defined in the BellSouth Collocation Handbook[20],

[17] BellSouth Collocation Handbook, Issue 10.1, March 2002, Sections 2.1-2.2, 3.0-3.4
[18] BellSouth Standard Central Office Collocation Agreement, sections 6.0-6.13
[19] BellSouth Remote Site Collocation Agreement, sections 7.1-7.13
[20] BellSouth Collocation Handbook, Issue 10.1, March 2002, section 3.2

Test Reference	Evaluation Criteria	Results	Comments
	and documentation is available for collocation implementations.		BellSouth Standard Central Office Collocation Agreement[21] and the BellSouth Start-Up Guide[22], available on BellSouth's website[23]. Order No. PSC-00-0941-FOF-TP, issued by the Florida Public Service Commission on May 11, 2000, outlines the collocation responsibilities of both parties.
PPR6-10	A tracking tool is used to monitor and collect information on collocation projects.	Satisfied	BellSouth uses the e-Application tracking tool to monitor and collect information on collocation projects. Major milestones are tracked and status reports are regularly generated. KPMG Consulting observed the e-Application system in operation with BellSouth's CLEC Interconnection Sales Support Group. KPMG Consulting met with the CLEC Interconnection Sales Support group, who explained the process for tracking collocation projects. KPMG Consulting then reviewed collocation project artifacts and found that processes, as described in the documentation, are followed.
PPR6-11	A formal process exists to communicate collocation decisions to BellSouth and ALEC participants.	Satisfied	BellSouth's formal process to communicate collocation decisions is found in the BellSouth Collocation Handbook[24]and the BellSouth Start-Up Guide[25]. The ATCC and the INAC serve as the primary points of contact for the ALECs. As the primary points of contact, the ATCC and INAC notify ALECs of issues related to collocation projects. Notification can be provided through electronic, verbal and written correspondence during the collocation provisioning process.
PPR6-12	The collocation implementation process includes dispute resolution and escalation procedures that are defined, documented, and available to both ALEC and BellSouth personnel.	Satisfied	The collocation implementation process includes dispute resolution and escalation procedures that are defined, documented, and available to both ALEC and BellSouth personnel on BellSouth's website at http://www.interconnection.bellsouth.com/contact/cleccare_esc.html under "CLEC Cares Escalation Procedures". Internal escalation process for ATCC is documented in Account Team Procedures – Account Team Information Package.[26] During a November 1, 2000 interview with the

[21] BellSouth Standard Central Office Collocation Agreement, section 6.2, 6.6 and 6.11
[22] BellSouth Start-Up Guide, Issue 1.5, April 2002, sections 6.9.1.1, 6.9.2.1
[23] www.interconnection.bellsouth.com
[24] Bellsouth Collocation Handbook, Issue 10.1, March 2002, section 3.2
[25] BellSouth Start-Up Guide, Issue 1.5, April 2002, section 6.9.2.1
[26] Account Team Procedures – Account Team Information Package, Version 7, August 7, 2001, chapter 7.0

Test Reference	Evaluation Criteria	Results	Comments
			Director of Collocation and a March 27, 2001 interview with the INAC, KPMG Consulting found that an ALEC contacts the ATCC if an issue arises before or during the collocation. The ATCC provides ALECs with an escalation contact list. If a dispute arises after the collocation implementation is completed, the INAC in the field may negotiate with the ALEC. The INAC serves as the Network collocation coordinator and advocate for customers. These responsibilities are outlined in the BellSouth Job Description[27].
PPR6-13	Standards and procedures are defined for ensuring that specifically trained personnel are assigned to a collocation project.	Satisfied	Standards and procedures are defined for ensuring BellSouth and ALECs select installers/contractors from the same pool of approved resources. These standards are described in the BellSouth Standard Central Office Collocation Agreement[28], BellSouth Remote Site Collocation Agreement[29] and the Services Supplier Certification Process for Detailed Engineering and Installation[30]. These are external documents available from BellSouth. Once certified by BellSouth, an ALEC may become an approved installer/contractor. The certification process is outlined in the Services Supplier Certification Process for Detailed Engineering and Installation[31]. BellSouth limits the number of vendors placed on its certified list to a manageable number. BellSouth personnel responsible for providing collocation support are required to complete job specific training. KPMG Consulting reviewed the following training manuals and determined that the manuals accurately describe the responsibilities and training of BellSouth personnel. ♦ Methods and Procedures for the Circuit Capacity Management (CCM) Organization – Issue 19, October 2000; ♦ Account Team Regional Collocation Center - Account Team Regional Collocation Coordinator Procedures – June 2001; ♦ Methods and Procedures for Circuit Capacity

[27] BellSouth Job Description, Job Code: Y0021 – June 15, 1993
[28] BellSouth Standard Central Office Collocation Agreement Section 6.6
[29] BellSouth Remote Site Collocation Agreement, section 7.6
[30] Services Supplier Certification Process for Detailed Engineering and Installation, Issue 5, January 2000, Section 2.7
[31] Services Supplier Certification Process for Detailed Engineering and Installation, Issue 5, January 2000, Sections 1.3, 1.9, 1.11, 1.13

Test Reference	Evaluation Criteria	Results	Comments
			Management (CCM) for Collocation, Issue 12, November 16, 1999; ♦ Expanded Interconnection – INAC Procedures, September 8, 1998; and ♦ Management of Central Office Record Drawings in the Multi-Vendor Environment, Technical Reference 73564, Issue 3, January 2000.
PPR6-14	Procedures are defined for ensuring that project staffs are available to resolve issues for collocation projects.	Satisfied	Procedures are defined for ensuring that project staffs are available to resolve collocation project issues. These procedures are defined in the Account Team Regional Collocation Center – Account Team Regional Collocation Coordinator Procedures[32], the Collocation Program Manager Responsibilities, and Infrastructure Planning INAC. The ATCC, Collocation Program Manager and INAC provide support for collocation projects. The ATCC contacts the appropriate support team to gather information for specific issues. The Collocation Program Manager coordinates and tracks applications and escalates issues that may delay the due dates. Additionally, the INAC manages and coordinates the network inputs and responses for collocation requests.
PPR6-15	Procedures are defined for ensuring ALECs have the same access to their collocation facilities as BellSouth has to its own facilities.	Satisfied	ALECs have the same access to their collocation facilities as BellSouth has to its own facilities. Once security badges are issued, ALECs have access to BellSouth central offices 24 hours a day, seven days a week. Procedures are defined for ALECs to access collocation facilities in the BellSouth Standard Central Office Collocation Agreement[33], BellSouth Remote Site Collocation Agreement, [34]Draft Interconnection Agreement[35], and Building Keys and Locking System Guidelines[36], all of which are external documents. KPMG Consulting confirmed that these documents define the access and security procedures for both ALEC and BellSouth vendors and employees. KPMG Consulting also confirmed

[32] Account Team Regional Collocation Center – Account Team Regional Collocation Coordinator Procedures, June 2001, Section 2.0
[33] BellSouth Standard Central Office Collocation Agreement, section 6.5
[34] BellSouth Remote Site Collocation Agreement, section 7.5
[35] Draft Interconnection Agreement, Version 4Q01, December 2001, Attachment 4, Physical Collocation, Section 5.8 and Attachment 4, Remote Site Physical Collocation, Section 5.6
[36] Building Keys and Locking System Guidelines, BSP 770-130-001BT, Issue F, May 2001
[37] ALEC Interview Summary, March 21, 2001.

Test Reference	Evaluation Criteria	Results	Comments
			through interviews with an ALEC that ALECs have access to their collocation facilities as outlined in BellSouth documentation.[37]
PPR6-16	Formal procedures are in place to quantify and track scope changes during collocation implementations.	Satisfied	Formal procedures that quantify and track scope changes during collocation implementations are described in the BellSouth Standard Central Office Collocation Agreement[38] and BellSouth Remote Site Collocation Agreement[39]. Deviations from the planned collocation projects resulting from augmentations are monitored and tracked. ALECs can monitor augments on the e-Application system. If BellSouth deviates from the planned schedule and BellSouth and the ALEC cannot agree on a new one, BellSouth can request an extension from the Florida Public Service Commission. KPMG Consulting reviewed the relevant collocation documentation and project artifacts and found that processes, as described in the procedures, are followed. KPMG Consulting also observed the e-Application system in operation at BellSouth's CLEC Interconnection Sales Support Group.
PPR6-17	Procedures are in place for defining, estimating, documenting, and managing the design and costs of collocation implementations.	Satisfied	Procedures for defining, estimating, documenting, and managing the design and costs of collocation implementations are found in the BellSouth Standard Central Office Collocation Agreement[40] and BellSouth Remote Site Collocation Agreement[41]. Collocation project costs include both recurring and non-recurring elements. Costs vary depending on collocation space and size while some costs are standardized in accordance to applicable tariffs. Tariffed rates are documented in the Access Services Tariff (Section E20) and available to ALECs on BellSouth's website[42]. Variable rates for collocation implementations are documented in the Draft Interconnection Agreement[43]. If a rate is not identified in the tariff, the parties negotiate for the specific service or function as part of their contract negotiations.

[38] BellSouth Standard Central Office Collocation Agreement, Section 6.6
[39] BellSouth Remote Site Collocation Agreement, section 7.6
[40] BellSouth Standard Central Office Collocation Agreement sections 6.14 and 6.7
[41] BellSouth Remote Site Collocation Agreement, sections 7.14 and 7.7
[42] www.bellsouth.com
[43] Draft Interconnection Agreement, Version 4Q01, December 2001, Attachment 4, Physical Collocation, Section 1.6 and Attachment 4, Remote Site Physical Collocation, Section1.6 and Exhibit D

Test Reference	Evaluation Criteria	Results	Comments
			KPMG Consulting reviewed relevant documentation and project artifacts and found that processes, as described in the procedures, are followed.
PPR6-18	Standards of delivery are established for collocation implementations.	Satisfied	Standards of delivery are established for collocation implementations in the BellSouth Standard Central Office Collocation Agreement[44] and BellSouth Remote Site Collocation Agreement[45]. The BellSouth Vendor Certification Group performs internal quality audits of the collocation sites using Engineering and Installation Standards Central Office Equipment Quality Review Checklist. BellSouth then performs a walkthrough with the ALEC at the completion of a collocation project. If the ALEC is satisfied with the collocation space, the ALEC signs off on the project. If the collocation project is found to be unacceptable, the ALEC works with the ATCC to resolve the issues.
Trunk Forecasting			
PPR6-19	Procedures are defined for developing, monitoring, and implementing trunk forecasting.	Satisfied	Procedures for developing, monitoring, and implementing trunk forecasting activities are defined in the following documents: ♦ Draft Interconnection Agreement, Version 4Q01, December 2001, Attachment 3, Network Interconnection, Sections 4.0, 5.7, and 5.8; and ♦ Trunk Traffic Engineering Concepts and Applications, available from Telcordia. KPMG Consulting reviewed documentation and trunk forecasting artifacts and found that procedures, as described, are followed.
PPR6-20	Procedures are defined for ensuring the confidentiality of ALEC-provided forecast information.	Satisfied	Procedures for ensuring confidentiality of ALEC-provided forecast information are found in the following documents: ♦ Draft Interconnection Agreement, Version 4Q01, December 2001, Attachment 3, Network Interconnection, Section 5.7.1; and ♦ CPNI and Wholesale Information Training Package, August 23, 2001. The CPNI and Wholesale Information Training Package contain guidelines for handling proprietary and sensitive records in order to safeguard ALEC

[44] BellSouth Standard Central Office Collocation Agreement, sections 6.5
[45] BellSouth Remote Site Collocation Agreement, section 7.5

Test Reference	Evaluation Criteria	Results	Comments
			information.
PPR6-21	Standards and procedures are defined for ensuring that BellSouth uses trunk forecasting.	Satisfied	Standards and procedures for ensuring that BellSouth uses trunk are defined in Trunk Traffic Engineering Concepts and Applications. This document defines the industry standards and procedures for trunk forecasting. During a March 9, 2001 interview with the CCM organization, KPMG Consulting found that BellSouth facilities planners use trunk forecasting when planning for new facilities. Through the Interconnection Agreement, BellSouth requests ALECs to provide forecasting information. Both the CCM and the Switch Capacity Management group monitor the accuracy of forecasts of trunks and switches to evaluate future need. KPMG Consulting reviewed General Trunk Forecasts and confirmed that BellSouth uses trunk forecasting information provided by ALECs. KPMG Consulting reviewed the General Trunk Forecasts and trunk forecast artifacts and found that procedures, as described, are followed.
Capacity Management			
PPR6-22	Procedures are defined to ensure adequate and complete capacity management processes.	Satisfied	Procedures to ensure adequate and complete capacity management processes are defined in the Comprehensive Business Plan: Virtual Collocation and Physical Collocation[46] and Corporate Real Estate and Services Guidelines[47]. The Corporate Real Estate and Services Guidelines describe project and facility planning used by BellSouth to support office equipment, floor space and building maintenance. During a January 25, 2001 interview with the Sales Support director and a January 26, 2001 interview with the Director of Collocation, KPMG Consulting learned that BellSouth forecasts future collocation applications in order to ensure that adequate staff is available to handle the orders. Each field group submits forecasts of the expected workload. KPMG Consulting reviewed the tracking workbook updated by the field, including the INAC Tracking Sheet and

[46] Comprehensive Business Plan: Virtual Collocation and Physical Collocation, May 23, 2000
[47] Corporate Real Estate and Services Guidelines, March 2001, Section II

Test Reference	Evaluation Criteria	Results	Comments
			the Florida Collocation Status Report. Additionally, BellSouth applies algorithms to calculate and process the collocation load, as described in the Comprehensive Business Plan: Virtual Collocation and Physical Collocation. During a March 9, 2001 interview with the Circuit Capacity Management organization, KPMG Consulting learned that BellSouth trunk forecasts are produced monthly to ensure adequate trunks are available to handle future traffic volume. KPMG Consulting reviewed completed trunk forecasts and found that procedures, as described, are followed.
Operator Services			
PPR6-23	Procedures are defined and established for developing and monitoring OS/DA implementations.	Satisfied	Procedures for developing and monitoring OS/DA implementations are defined in the following documents: ♦ Branding DMS TOPS Implementation Methods and Procedures; ♦ BellSouth Operator Services (OPS) Reseller/UNEP CLEC Pre-Ordering and Ordering Guide For Operator Services - Custom Branding/Unbranding via OLNS Software, Issue 1.0, July 2001; and ♦ UNE-P/Reseller OA/DA branding Via OLNS Software, January 11, 2002. Exception 156 was issued on February 22, 2002 in conjunction with TVV4 testing effort. KPMG Consulting found that BellSouth did not properly establish Line Class Codes (LCCs) for OS/DA services as requested. Furthermore, KPMG Consulting found that BellSouth did not properly perform test calls as outlined in the Unbundled Local Switch (Selective Carrier Routing Switched Based) Service Description and Specifications Implementation Methods and Procedures – Issue 4, June 2001, Unbundled Local Switching 1AESS Implementation Methods and Procedures – June 2001 and Unbundled Local Switching Siemens Telecom Networks EWSD Implementation Methods and Procedures – May 2000. BellSouth noted that test calls were not placed since the LCCs were never established. BellSouth began placing test calls in April of 2002, and KPMG Consulting was able to review the test call results. After further retesting activities, Exception 156 was satisfied and closed on June 12, 2002.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of the test.

6.1 Summary of Findings

There were 23 evaluation criteria considered for the Collocation and Network Design Verification and Validation Review (PPR6). All 23 evaluation criteria received a satisfied result.

As all evaluation criteria are satisfied, KPMG Consulting considers the Collocation and Network Design Verification and Validation Review (PPR6) test area satisfied at the time of the final report delivery.

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B. Test Results: Provisioning Process Evaluation (PPR9)

1.0 Description

The Provisioning Process Evaluation (PPR9) was a review of the BellSouth processes, systems, and interfaces that provide provisioning support for Alternative Local Exchange Carrier (ALEC) and Reseller orders. This evaluation focused on activities starting when an order enters the BellSouth Service Order Communication System (SOCS)[48], through downstream systems, interfaces, and processes, concluding at service activation. The provisioning process consists of the following three components: assignment, translations, and dispatch/service activation. Assignment is the BellSouth process of applying the designated telephone numbers, office equipment, and facilities required for the service ordered. Translation is the programming of the services and features into the switch. Dispatch/Service Activation is the point at which all items are combined to provide the requested service. In certain instances, wholesale orders require a fourth component, provisioning coordination, during which an ALEC and BellSouth coordinate their provisioning efforts to minimize customer disruption. BellSouth's capacity management practices were also included in the Provisioning Process Evaluation (PPR9).

The objective of this test was to evaluate whether the provisioning environment supporting wholesale orders demonstrates parity with the provisioning environment for BellSouth retail orders. Additionally, this test verified the existence of procedures for ALEC service order provisioning coordination and BellSouth capacity management.

2.0 Business Process

This section describes BellSouth's Plain Old Telephone Service, Unbundled Network Element (UNE) and Special Services provisioning processes as well as the BellSouth centers responsible for these processes. Processes included in this section are: (i) non-designed and designed service provisioning processes, (ii) coordination processes, (iii) capacity management process.

The provisioning process begins when information is received from the BellSouth centers responsible for order processing. For a description of the order entry process, refer to Manual Order Processing Evaluation (PPR7).

2.1 Business Process Description

2.1.1 Provisioning Process Description – Non-Designed and Designed Orders

Depending on the type of service being delivered, provisioning activities are categorized as non-designed or designed. A description of the provisioning process for each type of service is provided below.

Non-Designed:

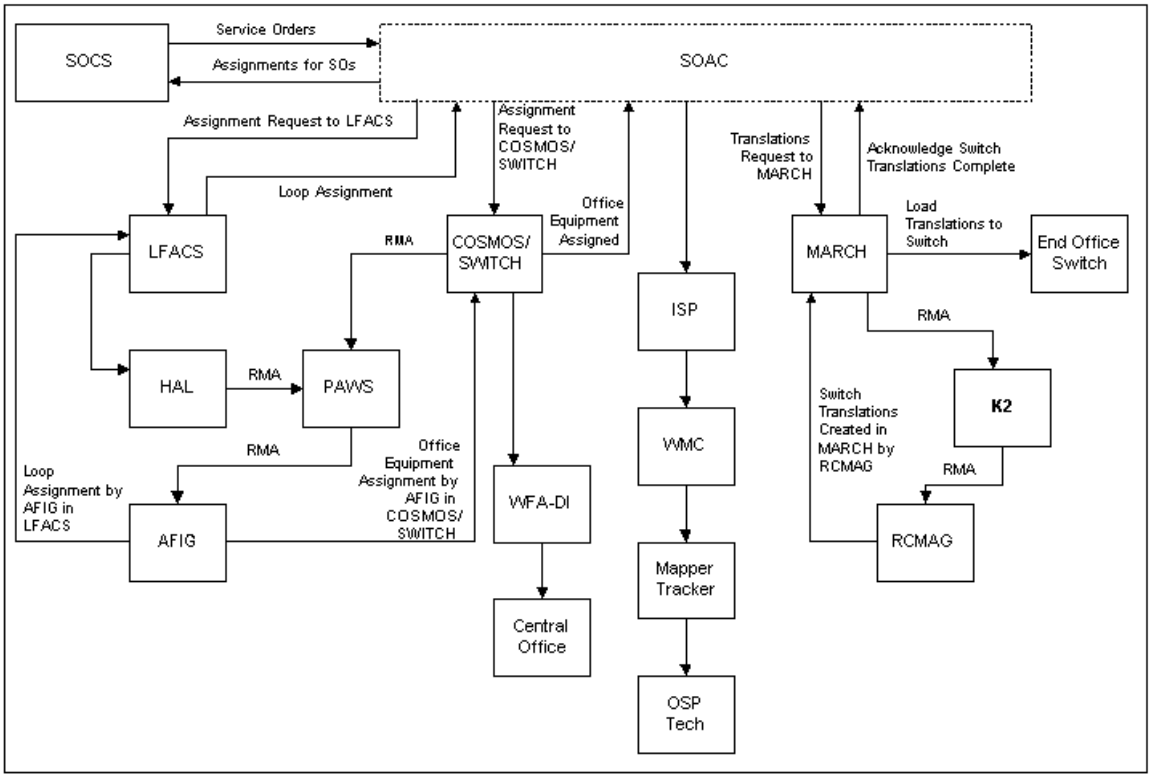
Manually issued service orders for non-designed service such as SL1 UNE Loops originate in the Local Carrier Service Center (LCSC). Local Exchange Navigation System (LENS), Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) are used by the ALECs for electronic order submission. From these organizations and systems, orders flow into SOCS. SOCS directs orders into the Service Order Analysis and Control (SOAC) system, which is an operational support system used by BellSouth to coordinate the order management

[48] SOCS is the BellSouth Service Order Processor

and provisioning processes. SOAC schedules and manages tasks performed by other provisioning systems, such as facility assignment, translation, and network activation. SOAC sends orders to: Loop Facility Assignment and Control System (LFACS) for automated loop assignment; to Computer System for Mainframe Operations (COSMOS), which is being replaced by Frame Operations Management System (SWITCH/FOMS)[49], for automated office equipment or switch port assignment; and to the Memory Administration Recent Change History (MARCH) for automated features assignment. LFACS, COSMOS, SWITCH/FOMS, and MARCH return status report messages to SOAC on loop and office equipment assignments, as well as on translation requests. Work Force Administration (WFA) transmits completion information to SOAC for dispatch tickets as they are completed in the field. SOAC relays this information to SOCS.

The Address Facility Inventory Group (AFIG) and the Recent Change Memory Administration Group (RCMAG) work orders that do not flow through the assignment and translations systems automatically. Orders that fall out of these systems for manual intervention take the form of a Request for Manual Assistance (RMA). The Provisioning Analyst Workstation System (PAWS) is the work management system used to monitor and distribute RMA work for office equipment or switch ports and loop assignments within the AFIG. Orders that fall out of MARCH also take the form of an RMA. The RCMAG uses the K2 work management system to route translation RMAs from MARCH to the staff within the RCMAG.

Figure 9-1: Non-Designed Provisioning Flow



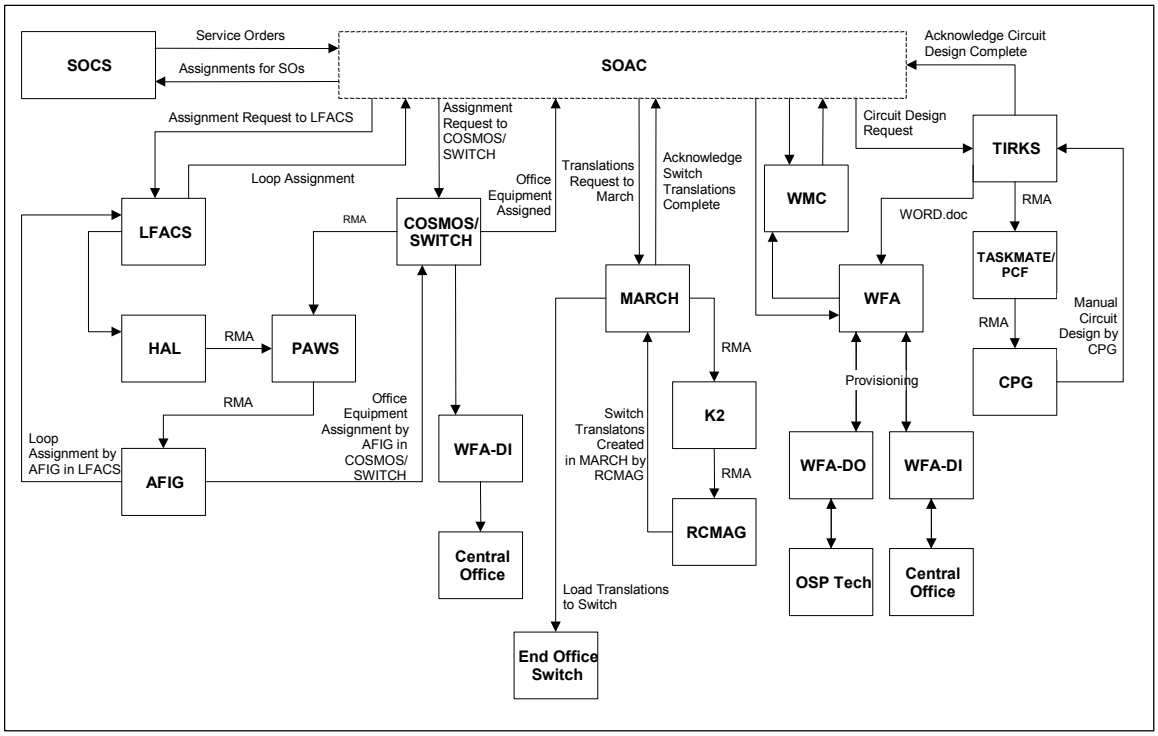
[49] BellSouth is gradually replacing COSMOS with SWITCH/FOMS; KPMG Consulting observed AFIG personnel using both COSMOS and SWITCH/FOMS.

Designed Circuits:

Designed circuit orders (SL2) are sent from SOCS to SOAC, which routes the service order to LFACS for automated loop assignments, if needed; to Trunk Integrated Record Keeping System (TIRKS) where a Work Order Record Detail (WORD) document is created; to COSMOS or SWITCH/FOMS if central office work is necessary; and to MARCH for necessary translations work. WFA transmits completion information to SOAC for dispatch tickets that were completed. SOAC relays the outputs from these systems to SOCS.

TASKMATE and the Process Control Feature (PCF) are systems used to sort and distribute RMAs in the circuit design process in the Circuit Provisioning Group (CPG). Orders for SL2 circuits may also fall out of the automated provisioning flow in the assignment and/or the translations processes, where errors are addressed by the AFIG and RCMAG using PAWS and K2, respectively. TIRKS, LFACS, COSMOS, SWITCH/FOMS, MARCH and WFA update SOAC with circuit design details, facility assignments, translations and dispatch completions. As with non-designed orders, SOAC relays this information to SOCS.

Figure 9-2: Designed Provisioning Flow



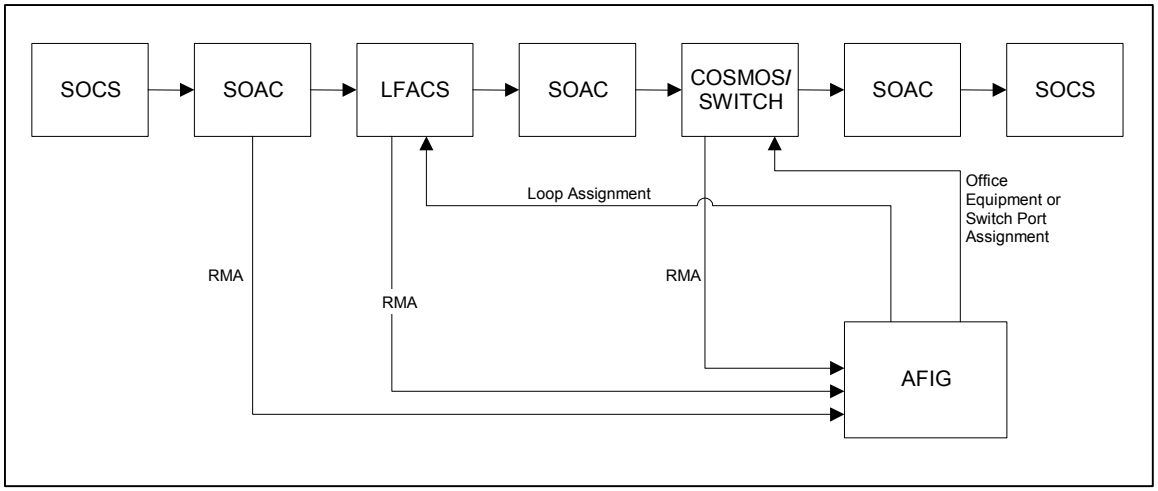
2.1.2 Provisioning Process Description – Work Center Roles

BellSouth employs a variety of work centers that coordinate activities throughout the provisioning process as illustrated in Figure 9-1 and Figure 9-2. A detailed description of the individual roles of each center is provided below.

Address Facility Inventory Group (AFIG)

The Address Facility Inventory Group (AFIG) is part of BellSouth's Network Infrastructure Support Center (NISC). The primary function of the AFIG is to assign facilities, such as loops, switch ports and cable pairs, to wholesale and retail service orders, as well as maintaining the address and facility inventory databases. The AFIG also handles engineering issues, such as cable rearrangements, network plans, and large projects. The AFIG handles RMAs for orders that fall out of the flow-through process and assists technicians in the field with facility information for retail and wholesale service orders. The AFIG is organized geographically into two centers, which are located in North and South Florida.[50]

Figure 9-3: Work Flow Process in the AFIG



SOCS sends the order to SOAC, which determines if the order requires loop facilities and office equipment or switch ports. If a loop facility is required, SOAC directs the order to LFACS for automated loop assignment. If an assignment of office equipment, switch ports, or cable pair is required, LFACS routes the order to SOAC which then routes the order to SWITCH/FOMS and/or COSMOS, where the needed facilities are mechanically assigned. LFACS, SWITCH/FOMS and COSMOS relay assignment information back to SOAC, which then updates SOCS. Following assignment, the orders continue on to downstream systems.

Orders that fall out of the flow-through assignment process, such as RMAs, are routed to the Hands-off Assignment Logic (HAL) system before they are sent to PAWS. HAL emulates a Facilities Assignment Specialist (FAS). If HAL cannot work the RMA, the order flows to PAWS. An FAS retrieves the RMA from PAWS and works the order manually. After the FAS works the RMA, the order is sent back into service order flow and on to downstream systems. Wholesale and retail RMAs are processed in an identical manner.

Circuit Provisioning Group (CPG)

The Circuit Provisioning Group (CPG) is part of BellSouth's NISC and is responsible for the design of special circuits for all of BellSouth.

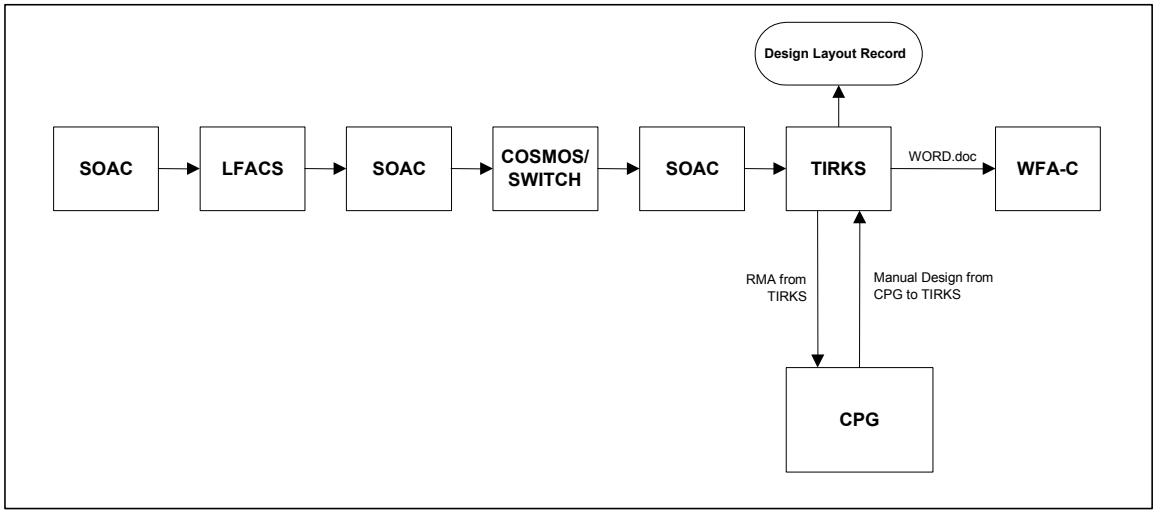
[50] The South Florida AFIG has a separate UNE group within its center. The group assigns and provides field support for UNE orders. All other AFIG functions that involve UNE orders, such as engineering work orders are worked along with retail orders.

The sequencing of orders worked by the CPG is Record Issue Date (RID) driven. The RID is the date by which circuit design must be complete to avoid delay of provisioning completion of Special Service or Access Service Orders. The objective of the CPG is to create and distribute circuit designs to downstream provisioning centers through TIRKS on or before the RID.

The CPG is organized into the following major functional groups:

- The High Capacity Group is responsible for the design of non-channelized circuit orders[51] and is subdivided into North and South Florida groups;
- The Carrier Group is responsible for the design of all channelized circuit orders;
- The DS0 Group is responsible for the design of low-rate DS0 circuits;
- The Project Group is responsible for all orders of 24 or more circuits;[52]
- The Message Group is responsible for switch access type circuits and trunking;
- The Service Order Analysis and Control (SOAC) Group is responsible for ensuring that all service orders move through the system and issues are handled; and
- The Technical Support Group is responsible for methods and procedures (M&P), the coordination of issues with different groups, and the monitoring of all systems problems.

Figure 9-4: Work Flow Process in the CPG



Orders flow into SOAC and automatically move through TIRKS, where a WORD document is created and downloaded into WFA for downstream systems to view. The WORD document contains vital information needed to work the order, such as customer name, circuit IDs, central office assigned, etc. All orders are processed according to the RID, which is displayed on the work group lists. Both retail and wholesale orders flow through the systems in the same manner.

[51] DS1 or DS3 and other High Capacity Circuits
[52] Typically involve orders such as central office cut-overs, rearrangements, and other major planning arrangements.

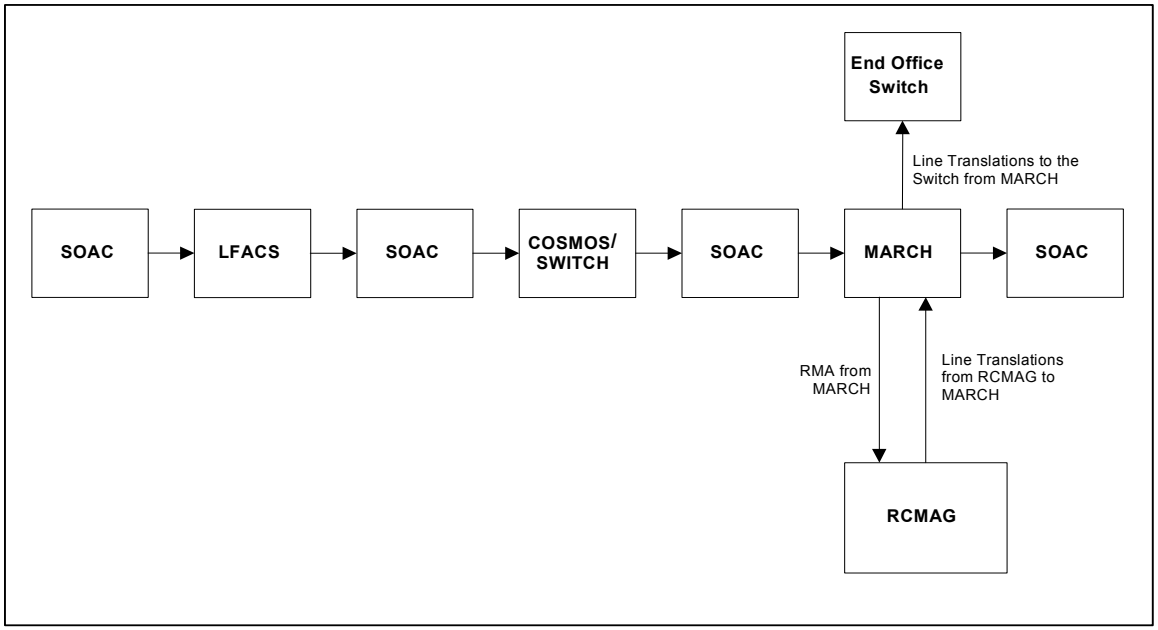
Each functional group within the CPG has error codes to identify orders that fall out of the flow-through process. The groups that typically handle RMAs are the SOAC Group, the DS0 Group, the High Capacity Circuit Group, and the Message Group. The TASKMATE system sorts RMAs by work group and distributes them to CPG personnel.

Recent Change Memory Administration Group (RCMAG)

The Recent Change Memory Administration Group (RCMAG) is a part of BellSouth's NISC. The RCMAG completes line translations for service features on orders that fall out of the MARCH system in the automated translation process.

An order that has fallen out of the automated translation process is routed to the RCMAG as an RMA via the K2 system. The RCMAG Line Translation Specialists (LTSs) are also responsible for handling field assist calls from technicians and for participating in coordinated hot cuts.

Figure 9-5: Work Flow Process in the RCMAG



The RCMAG receives orders through MARCH that are mechanically routed through the SOAC system. If there are no problems with the order, it flows through MARCH automatically for line translation. The MARCH system sends orders to the switch on the due date, where they are either eligible for automated provisioning or fall out for manual intervention. Fall-out orders are mechanically sent to LTSs via the K2 system for manual translations. The K2 system is a database and work scheduling system that acts as a user-friendly interface with MARCH. K2 assigns the RMAs to LTSs according to due date, with past due orders receiving priority. Work is distributed to the LTSs based on an individual's skill set as it is defined in K2, which organizes orders according to switch type. A network manager monitors the K2 system every 15 minutes to ensure that all service order types are completed by the scheduled due date.

Complex Translations Group (CTG)

The Complex Translations Group (CTG) is a part of the NISC. The CTG is responsible for completing switch translations for Centrex, area code overlays, area code splits, and new NXXs. Orders are faxed, phoned, and e-mailed into the System Administrator (SA) Group from the business offices. Logs are kept of all fax orders, which are sent back to the business offices for verification. The SA Group enters orders into WFA – Dispatch In (WFA-DI) for the CTG to process. The CTG works from WFA-DI to enter the required switch translations. The system used to input and document switch translations is the Mechanized Translation System (MTS). The orders are driven by the translations due date, which is ten days to two weeks ahead of the order due date. Orders not completed by the translations due date are the first to be completed the next business day. CTG personnel are organized according to central office, with each individual responsible for all of the complex translations in their assigned central office(s).

Work Management Centers (WMC)

The Work Management Centers (WMC) are the dispatch centers for BellSouth. WMC clerks ensure technicians are dispatched on orders and handle calls from technicians in the field. The structure of the WMCs in Florida was changed in January 2001 to include a separate Wholesale Services Group to handle coordinated conversions in each WMC. Each WMC has a slightly varied organization; a typical organization includes a division between non-designed and designed orders, in addition to a wholesale services group. For example, a WMC may be comprised of the following groups:

- Wholesale Services Group – handles services for wholesale orders, including coordinated conversions;
- Field Assist (FA) Group – receives calls from technicians in the field for a variety of reasons, such as address problems or a technician's TechNet[53] is down;
- Central Office Group – loads orders that have not been automatically assigned to technicians' terminals by central office area;
- Special Services Dispatch Administrative Center (SSDAC) – is responsible for loading all of the special services orders and screening orders to determine if dispatch is necessary;
- Provisioning Administrative Center (PAC) – works on non-designed orders that fall out of the systems; the PAC fixes incorrect addresses and are also responsible for manual service order completion; and

Designed and Non-Designed service orders follow slightly different order flows in the WMC.

SOAC distributes designed orders to the WMC after the order passes through the necessary upstream provisioning groups. The order enters the WFA systems (either dispatch in (DI) or dispatch out (DO)) in the WMC. The SSDAC Group oversees the loading of the orders and, when dispatch is not determined automatically, determines if a dispatch is needed. If central office work is required, WFA-DI is used to send the order to the appropriate central office. If outside plant work is necessary, the SSDAC sends the order to an outside plant technician through WFA-DO to the technician's TechNet. After the central office and/or fieldwork is completed, the technician sends the order back through WFA-DI or WFA-DO, as appropriate, for service order completion.

[53] Handheld device used to view orders in the field

Non-designed orders flow from SOAC to the WMC from upstream systems for dispatch. From SOAC, the orders flow into the Installation Support Package (ISP), which logs the order and assigns it a Tracking Ticket Number (TTN). The order then flows to the technician via MapperTracker, which enables technicians to view orders, on the assigned due date. When the outside plant work is completed, the order is completed in MapperTracker and sent back through SOAC to continue to downstream systems for billing. WMC clerks also use Loop Maintenance Operating System (LMOS) for non-designed orders that fall out of the automated dispatch process for purposes of dispatch scheduling, order assignment, maintenance tickets, and as a record keeper for maintenance and installation history.

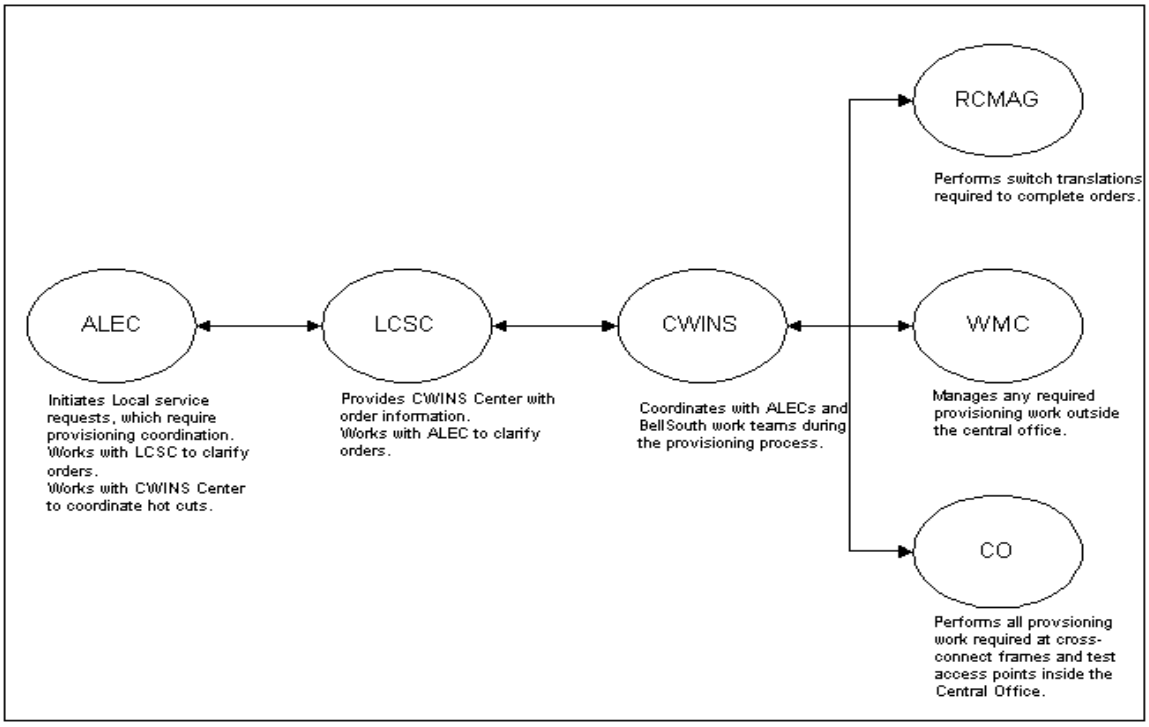
Central Office – Field Work Group (CO-FWG)

The main function of the Central Office – Field Work Group (CO-FWG) is to provision and maintain the BellSouth network, including end user circuits and internal BellSouth infrastructure. The group receives service orders from the WMC via WFA-DI and ensures that the circuit is set up on the BellSouth network. The CO-FWG also participates in planned functions, such as test runs of the network (acceptance testing of equipment installations) and terminal voltage checks (periodic preventive maintenance of network elements).

Several steps are undertaken prior to the due date for end user circuits, including pre-wiring, verification of dial tone, and verification of telephone number. Once the order is completed, WFA-DI is updated for the business offices and upstream systems to complete any additional work necessary to finish the order. Designed circuit orders are also updated in COSMOS. Scheduling in the central office is done according to due dates.

2.1.3 Coordination Process Description

Figure 9-6: BellSouth Coordination Process Overview



The Customer Wholesale Interconnect Network Services (CWINS) Center has three locations: Birmingham, Alabama; Duluth, Georgia; and Jacksonville, Florida. The Jacksonville center became fully operational on June 25, 2001. Although each center serves specific ALECs within a defined geographic region, all three centers are redundant from a functional perspective. The centers are divided into a Screening Group, a Provisioning Group, and a Maintenance & Repair (M&R) Group. The provisioning process begins after the LCSC issues the service order; the order flows downstream and picks up facility assignments via the AFIG and is designed, if necessary, at the CPG. Upon entering the CWINS Center, an order progresses directly to a Maintenance Administrator (MA) in the Screener Group. MAs receive and view orders in SOCS and WFA at least 48 hours prior to the due date. MAs document vital information (such as cable and pair, central office location, order number) onto a cut-sheet for each order and pass this information downstream to the Electronic Technicians (ET) for circuit turn-up. The MA completes the following tasks 48 hours prior to the due date:

- Ensures that the order is delayed in MARCH;
- Verifies that the order is a coordinated conversion and the conversion time;
- Verifies the cable and pair;
- Calls the ALEC to verify the details of the service order;
- Verifies that a central office work ticket has been loaded; and
- If fieldwork is needed, calls the WMC to request coverage.

The MA conducts the following tasks 24 to 48 hours prior to the conversion due date:

- Verifies that the wiring was completed by the Wired and Office Tested (WOT) date;
- Tests the circuit(s) for ALEC dial tone using Switched Access Remote Testing System (SARTS);
- Performs an Automatic Number Announcement Circuit (ANAC) to verify that the telephone number is correct;
- Uses Coordinate Cut Scheduling System (CCSS) to stamp the order when the screening is completed.

The MA enters all action taken in the WFA – Control (WFA-C) comments log. Once the screening process is complete, the MA routes the order to an ET for test and turn-up and passes along the cut-sheet for the tester to use.

For test and turn-up of a service order that is a central office coordinated conversion, an ET completes the following tasks and logs them into the WFA Operational Support Systems Log (OSSLOG) as they are completed:

- Contacts the ALEC to confirm conversion schedule;
- Hands-off work ticket to the central office;
- Initiates bridge with central office technician and supervisor to initiate conversion pretest activity;
- Waits for the central office to advise that it is ready to begin the conversion;
- Starts the CCSS timer as the central office begins the cut;

- Receives notice from the central office technician that the cut is complete along with the ANAC number and stops the CCSS timer;
- Calls ALEC to notify that the conversion is complete and to receive ALEC acceptance of the circuit;
- Releases the order in MARCH once the ALEC has accepted the circuit; and
- Completes the order in WFA and ensures that the SOCS goes into completion status.

For test and turn-up of a coordinated field conversion, the ET performs the following tasks and records them in the OSSLOG:

- Contacts the ALEC to confirm the conversion schedule;
- Verifies WFA-DO to ensure an outside technician is assigned to the cut;
- Receives a call from the outside technician/WMC technician assigned to the cut to begin pretest activity, which includes a check for dial tone on the ALEC pair and an ANAC on the BellSouth-side of the conversion;
- Receives notice that the field technician is ready to begin the coordinated conversion;
- Starts the CCSS timer as the field technician begins the cut;
- Receives notice from the field technician that the cut is complete and receives ANAC number, if applicable, and stops the CCSS timer;
- Notifies the ALEC that the conversion is complete;
- Upon acceptance of the circuit by the ALEC, releases the order in MARCH; and
- Completes the order in WFA-C and ensures that SOCS completion goes to CPX status.

For xDSL orders, the CWINS Center offers ALECs the option of cooperative testing.

In addition to the CWINS Center, other BellSouth provisioning centers have a role in the coordination process, particularly the CO-FWG and the WMC. The CO-FWG uses slightly different processes for designed and non-designed coordinated orders. Coordinated, non-designed orders are handled like any other non-designed order; the central office receives the order in WFA-DI. All of the preliminary work, such as the verification of dial tone and BellSouth telephone number (TN), is completed before the coordinated due date. The Frame Due Time tag on the order indicates that the order is a coordinated conversion. The central office waits for a call from the CWINS Center to begin the conversion; once the call is received, the conversion is made via conference call. The process for designed orders requiring coordination is nearly identical. The major difference involves the issuance of appointment tickets. For designed conversion orders, the CWINS Center creates a work ticket two days in advance of the coordination date. The CWINS Center issues an immediate test assist ticket and, as with non-designed coordinated conversions, calls the central office to work the cut at the time of appointment.

The WMC has separate Wholesale Service Groups (WSG) within the WMCs to work coordinated conversions. The WSGs identify coordinated conversions as soon as they enter into the WMC systems and contact other groups involved with the conversions, such as the CO-FWG, fieldwork groups, and the CWINS Center. On critical dates leading up to the coordinated cut due date, the WSG ensures that the proper course of events is followed to ensure that needed technicians are assigned and the order is completed on schedule. The WSG participates in the conference call

during the conversion and manages resolution of dispatch problems that may endanger the completion of the order within the allotted time frame.

2.1.4 Capacity Management Process Description

Network Centers

BellSouth's Network Centers include the WMC, the NISC and the CO-FWG. Capacity management in Network Centers is based on force model data within each respective group. The data consist of service order completions, inward movement, circuits in service, dispatches, productive hours, overtime hours, undistributed hours and work force. This data is recorded monthly and annually for each work group in order to identify historical trends and productivity levels. Each force model develops ratios that indicate workload tasks to work unit drivers. Work unit drivers are inward movement and access lines in service, which are divided into the following product lines: residence, business, UNE and specials. BellSouth's Finance organization maintains the forecast models and uses them to develop force requirements for each plan year. BellSouth's Corporate Real Estate and Services (CRES) project group is responsible for carrying out the procurement of physical assets needed to accommodate force size growth.

Network and Carrier Services – Local Services Centers

BellSouth's Local Services Centers include the LCSCs and the CWINS Centers. Similar to the Network Centers, the Local Services Centers rely on forecasts and force models in their capacity management processes. The forecasting organization within the Local Services Centers group provides general estimates based on specific products or product groups, in service and inward units and historical data. The forecasts contain monthly and annual projections and are completed at least twice per year. If necessary, ad hoc forecasts are developed (e.g. new products offering, regulatory changes).

For the LCSC, forecasts are developed for resale, Unbundled Network Elements-Loop (UNE-L) and Unbundled Network Elements-Platform (UNE-P) product types independently. LNP volumes are based on the UNE forecasts. LCSC force sizing projections take into account the historical and expected ratio of units to LSRs, electronic versus manual order receipt ratios, historical and projected flow-through rates, standard time increments, overtime rates, historical and projected undistributed time, labor contracts and training of current and new employees. The provisioning group within the CWINS Center employs an inward forecast using UNE product projections. The CWINS Centers' main force sizing component is based on standard time increments per item per work function performed. CWINS Center provisioning work functions include screening orders, turn-up/conversion, calling before dispatch, and handling pending facilities issues and delayed appointments. CWINS Center force assessments also take into account overtime rates, historical and projected undistributed time, labor contracts, and training of current and new employees.

The LCSCs' and CWINS Centers' force sizing models generate several outputs, including force and force-related expense budgets and capital budgets. Data and projections derived from the force models allow the centers to plan for recruitment (management and non-management), training activities, and for physical requirements including floor space, furniture, computers and other hardware, software, licensing, call distribution and control systems, etc. As with the Network Centers, CRES is responsible for managing projects to accommodate growth in the force size of the Local Services Centers.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target was the BellSouth provisioning process, which included the following processes and sub-processes:

- Provisioning process parity;
  - Order entry;
  - Workflow management;
  - Workforce management;
  - Service activation process;
  - Service design process;
  - Assignment process;
  - Service activation/installation intervals;
- Provisioning coordination process;
  - Provision orders requiring coordination with ALECs;
  - Request coordination;
  - Notification of provisioning schedule;
  - Coordinate provisioning; and
- Provisioning capacity management process.

3.3 Data Sources

The data collected for the test included the following BellSouth documents:

- Call Receipt & Non-Designed Screening – UNE Maintenance Network Services – Customer Services;
- Activity Flow – Provisioning for Non-Designed Services;
- System Flows;
- Activity Flow – Provisioning for Designed Services;
- Central Office UNE Line Sharing Provisioning and Maintenance;
- Unbundled Non-Designed (SL1) Voice Grade Loops – SL1 Wiring and Testing Work Steps;
- WMC Procedures – Unbundled Network Elements-SL1 & SL2;
- The BellSouth Star-Up Guide – BellSouth Interconnection Services;
- AFIG UNE M&P;
- CPG Job Aid – Unbundled Network Elements (UNE) – EELs (Enhanced Extended Links);

- WFA-DI Use in the NISC Complex Translation Group;
- BOCRIS Reference; and
- Local Service Centers Force Sizing Model Process and Force Models.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The Provisioning Process Evaluation (PPR9) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the Provisioning Process Evaluation (PPR9).

The Provisioning Process Evaluation (PPR9) was conducted through a series of visits to BellSouth centers involved in the provisioning process. Directors, first level managers, and front-line employees were interviewed to develop an understanding of the functions within each center. KPMG Consulting observed employees in each center performing the functions of their respective groups.

Prior to conducting the test, a structured interview questionnaire and detailed evaluation criteria were developed to facilitate the process and ensure a consistent approach. KPMG Consulting test evaluators received detailed information during interviews and site visits regarding center processes, systems, documentation, and employee execution of the work. The interviewees received a summary of the interview notes and were given the opportunity to provide comments or clarification as appropriate.

During the interview process, each work group was asked if the systems used in their center differentiated between wholesale and retail in the processing and distribution of the orders. KPMG Consulting observed the various queues of work in each of these centers. The team reviewed BellSouth provisioning process and system documentation.

The data collected were analyzed employing the evaluation criteria detailed in Section 4.1 below.

4.0 Results

This section identifies the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 9-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 9-2.

Table 9-1: PPR9 Exception and Observation Activity

Activity	Exceptions	Observations
Total Issued	1	0
Total Disposed of as of Final Report Date	1	0
Total Open as of Final Report Date	0	0

Table 9-2: PPR9 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
Parity in the Systems			
PPR9-1	Order processing systems prioritize orders using the same method for retail and wholesale.	Satisfied	Order processing systems prioritize orders in the sequence in which they were input for both retail and wholesale. SOCS does not have separate ordering and distribution procedures for wholesale and retail. This information was confirmed in an interview with personnel at the LCSC and BellSouth Retail Business office. Evidence of this was also found through a review of BellSouth flow charts. KPMG Consulting observed Retail Business Office (March 22, 2001) and LCSC (September 20, 2000, and February 5, 2001) personnel process orders that flowed into SOCS on a first in, first out basis.
PPR9-2	The method for prioritizing orders in the translations group systems is the same for retail and wholesale.	Satisfied	The method for prioritizing orders in the translations group systems is by due date for both retail and wholesale. The RCMAG receives RMAs from MARCH via K2 and reenters the orders into MARCH when the translation problem is resolved. The CTG receives and works orders in WFA-DI or WFA-C and MTS. Both wholesale and retail orders are prioritized according to due date and without consideration of the order's wholesale or retail origin. On three separate dates between January 30 and February 14, 2002, KPMG Consulting observed translation center personnel accessing both retail and wholesale orders according to due date.
PPR9-3	The method for prioritizing orders in the problem resolution systems is the same for retail and wholesale.	Satisfied	The method for prioritizing orders in the AFIG, RCMAG and CPG is according to critical date for both retail and wholesale. The AFIG and RCMAG prioritize according to due date, and the CPG prioritizes according to RID. Between January 29 and February 14, 2002,[54] KPMG Consulting observed AFIG, RCMAG and CPG personnel employing the same systems and working orders according to critical date and without consideration of the order's wholesale or retail origin.

[54] AFIG North Florida January 29, 2002; AFIG South Florida February 11, 2002; RCMAG North Florida January 30, 2002; RCMAG South Florida February 12, 2002; and CPG February 14, 2002.

Test Reference	Evaluation Criteria	Result	Comments
PPR9-4	The method for prioritizing orders in the facility group systems is the same for retail and wholesale.	Satisfied	The method for prioritizing orders in the facility group is according to critical date and without consideration of the order's wholesale or retail origin. In the AFIG, PAWS distributes RMAs according to due date. In the CPG, TASKMATE distributes RMAs to CPG personnel, who view the RMAs through PCF. Orders are worked based on RID; orders that are in jeopardy status (past due) are worked first. These centers use the same systems for wholesale and retail. On three separate days between January 29 and February 14, 2002[7], KPMG Consulting observed AFIG and CPG personnel access and work both retail and wholesale orders from the same systems according to critical date.
PPR9-5	The method for prioritizing orders in the engineering center for retail circuit provisioning systems is the same as those used for resale circuit provisioning.	Satisfied	The method for prioritizing orders in the CPG is according to RID for retail and resale circuits and is without consideration of the order's wholesale or retail origin. Orders that fall out of the automated provisioning process as RMAs are distributed to CPG personnel through TASKMATE/PCF for manual design. On February 14, 2002, KPMG Consulting observed CPG personnel accessing both retail and wholesale orders from the same systems according to critical date.
PPR9-6	The method for prioritizing orders in the engineering center for retail circuit provisioning systems is the same for UNE circuit provisioning.	Satisfied	The method for prioritizing orders in the engineering center is according to RID for both retail and UNE circuits and is without consideration of the order's wholesale or retail origin. Orders that fall out of the automated provisioning process as RMAs are distributed to CPG personnel through TASKMATE/PCF for manual design. On February 14, 2002, KPMG Consulting observed engineering center personnel accessing both retail and wholesale orders from the same systems according to critical date.
PPR9-7	Engineering systems prioritize orders using the same method for retail and wholesale.	Satisfied	Engineering systems prioritize orders based on work completion date and do not consider the order's wholesale or retail origin. On February 14, 2002, KPMG Consulting observed engineering personnel access and work orders according to critical date.
PPR9-8	The method for prioritizing orders in the dispatch	Satisfied	The method for prioritizing orders in the dispatch systems is according to due date and is without

Test Reference	Evaluation Criteria	Result	Comments
	systems is the same for retail and wholesale.		consideration of the order's wholesale or retail origin. The systems used in the WMC are the same for both wholesale and retail services. On January 31, 2002, KPMG Consulting observed dispatch center personnel access and process orders and verified that the systems are prioritized by due date for both retail and wholesale orders.
PPR9-9	The method of prioritizing orders in the Inventory center systems is the same for retail and wholesale.	Satisfied	Inventory center systems prioritize orders according to due date and without consideration of the order's wholesale or retail origin. Inventory management and RMA resolution is handled consistently for both wholesale and retail orders. On January 29 and February 11, 2002, KPMG Consulting observed inventory center personnel access and work both retail and wholesale orders using PAWS.
Parity in Execution			
PPR9-10	The execution of work in the order processing centers is comparable for retail and wholesale.	Satisfied	The execution of work in the order processing centers is done according to when an order is placed for both retail and wholesale. BellSouth personnel stated that in the Retail Business Office, which handles retail services exclusively, a customer calls in to place an order for new service, transfer of service, new service features, to disconnect service, or for billing questions. The BellSouth service representative uses RNS or ROS to place the customer's request, and the order is sent downstream to SOCS and the provisioning systems and organizations. The service representative gives the customer a date by which their request is due to be fulfilled. Calls are answered in the order they are received. ALEC orders can be placed to the LCSC electronically via LENS, EDI or TAG, or manually via fax. Mechanized orders are submitted and either flow through or fall out for manual intervention in the LCSC. Manual orders enter the LCSC and are time stamped via a fax server. Local Order Imaging System (LOIS) creates an image of each page of the order, which the LCSC personnel use to view the LSR at a later date. Orders received via fax are entered into the LON system for tracking. If the order

Test Reference	Evaluation Criteria	Result	Comments
			does not need clarification and is error-free, a service representative will process the order and use the LON system to fax a FOC to the ALEC. The order is then sent to downstream systems for provisioning. All orders are processed in the order they are received. KPMG Consulting observed Retail Business Office (February 15, 2002) and LCSC (September 20, 2000, and February 5, 2001) personnel processing retail and wholesale orders in a comparable manner.
PPR9-11	The order processing centers are staffed with personnel who have comparable skill sets for retail and wholesale.	Satisfied	The order processing centers are staffed with personnel who acquire the skill sets necessary to perform the requisite job functions through training programs for both retail and wholesale. All potential BellSouth employees must pass an initial qualification test prior to being hired. KPMG Consulting found that training for LCSC personnel lasts from ten weeks to five months depending on the individual's experience within the company and the functional group within which personnel are placed. LCSC personnel are typically trained as subject matter experts for a specific product/service area, such as resale, UNE or complex services. New service representatives are paired with an experienced staff member for at least one week after training has ended. Retail Business Office personnel go through an initial eight week training course that covers subjects such as new orders, change orders, transfers of address, billing, repair, collections, and ethics. After completing this course, business office personnel are assigned to an incubator group for four weeks where they handle live calls, but have a dedicated supervisor to monitor them. During the course of his/her career, a representative receives additional training on such areas as new products, updates on procedures, and customer service training.
PPR9-12	The order processing centers have hours of operation that are the same for retail and wholesale.	Satisfied	The order processing centers have similar hours of operation for analogous product types for both retail and wholesale. The differences are a result of normal working hours in the businesses that represent BellSouth wholesale customers. KPMG Consulting found that the Retail Business Office, which handles retail consumer accounts, is open Monday through Saturday, 7 a.m. to 7

Test Reference	Evaluation Criteria	Result	Comments
			p.m., and is closed on Thanksgiving and Christmas. The retail account service centers that handle business accounts are open Monday through Friday from 8 a.m. to 6 p.m.; ands are closed on January 1, Memorial Day, July 4, Labor Day, Thanksgiving and Christmas. The LCSC is open Monday through Saturday, 7 a.m. to 7 p.m. for consumer resale customers. For business resale, complex, and UNE customers, the LCSC is open Monday through Friday, 8 a.m. to 6 p.m. The LCSC is closed on January 1, Memorial Day, July 4, Labor Day, Thanksgiving, and Christmas. LCSC hours of operation can be found on the BellSouth interconnection website at http://www.interconnection.bellsouth.com/centers/html/lcsc.html.
PPR9-13	The execution of work in the translation centers is the same for retail and wholesale.	Satisfied	The execution of work in the translations centers is done according to due date for both retail and wholesale orders. All work executed in the RCMAG is performed based on due date and without consideration of the order's wholesale or retail origin. All work in the CTG is executed based on due date and without consideration of the order's wholesale or retail origin. On three separate days between January 30 and February 14, 2002, KPMG Consulting observed translation center personnel using the same systems and work processes for both retail and wholesale orders within each translation center.
PPR9-14	The translation centers are staffed with personnel who have comparable skill sets for retail as wholesale.	Satisfied	The translation centers are staffed with personnel who are trained to work both retail and wholesale orders. KPMG Consulting found that all LTSs at the RCMAG perform all functions and work orders without consideration of the order's wholesale or retail origin. CTG personnel are organized according to switch type and central office, where they work on both wholesale and retail orders. On three separate days between January 30 and February 14, 2002, KPMG Consulting observed personnel at the translation centers work on both retail and wholesale orders.

Test Reference	Evaluation Criteria	Result	Comments
PPR9-15	The translation centers have hours of operation that are the same for retail and wholesale.	Satisfied	The RCMAG and CTG are the BellSouth translation centers used for both BellSouth wholesale and retail operations. Therefore, the hours of operation are identical for retail and wholesale.
PPR9-16	The execution of work in the problem resolution centers is the same for retail and wholesale.	Satisfied	The execution of work in the problem resolution center is done according to critical date for both retail and wholesale orders. All work in the AFIG and the RCMAG is prioritized by due date, and processes are the same for wholesale and retail. All work in the CPG is prioritized by RID date. Processes are the same for wholesale and retail. On five separate days between January 29 and February 14, 2002, KPMG Consulting observed AFIG, RCMAG and CPG personnel using the same systems and work processes for both retail and wholesale orders.
PPR9-17	The problem resolution centers are staffed with personnel who have comparable skill sets for retail as wholesale.	Satisfied	The BellSouth problem resolution centers, including the AFIG-South Florida, AFIG-North Florida, RCMAG and CPG, process both retail and wholesale orders. Training is required for all personnel in these centers. Orders for both retail and wholesale are processed in the same manner.
PPR9-18	The problem resolution centers have hours of operation that are the same for retail and wholesale.	Satisfied	The problem resolution centers handle both retail and wholesale issues. KPMG Consulting found that the AFIG, RCMAG and CPG each handle both retail and wholesale orders. Therefore, there are no differences in the hours of operation.
PPR9-19	The execution of work in the facilities centers is the same for retail and wholesale.	Satisfied	The execution of work in the facilities centers is done according to critical date using identical processes for both retail and wholesale; work is executed without consideration of the order's wholesale or retail origin. On three separate days between January 29 and February 14, 2002, KPMG Consulting observed AFIG and CPG personnel using the same systems and work processes for both retail and wholesale orders.
PPR9-20	The facilities centers are staffed with personnel who have comparable skill sets for retail as wholesale.	Satisfied	The BellSouth facilities centers, including the AFIG-South Florida, AFIG-North Florida and the CPG, process both retail and wholesale orders. Training is required for all personnel in these centers. Orders for both retail and wholesale are

Test Reference	Evaluation Criteria	Result	Comments
			processed in the same manner.
PPR9-21	The facilities centers have hours of operation that are the same for retail and wholesale.	Satisfied	The AFIG and CPG centers handle both retail and wholesale issues. KPMG Consulting found that all centers handle both retail and wholesale orders. Therefore, there are no differences in the hours of operation.
PPR9-22	The execution of work in the engineering centers is the same for retail and wholesale.	Satisfied	The execution of work in the engineering center is according to RID date, using identical work processes for the both retail and wholesale orders; work is executed without consideration of the order's wholesale or retail origin. On February 14, 2002, KPMG Consulting observed engineering center personnel using the same systems and work processes for both retail and wholesale orders.
PPR9-23	The engineering centers are staffed with personnel who have comparable skill sets for retail as wholesale.	Satisfied	The BellSouth engineering center (CPG) process both retail and wholesale orders. Training is required for all personnel in the CPG. Orders for both retail and wholesale are processed in the same manner.
PPR9-24	The engineering centers have hours of operation that are the same for retail and wholesale.	Satisfied	The CPG centers handle both retail and wholesale issues. KPMG Consulting found that all centers handle both retail and wholesale orders. Therefore, there are no differences in the hours of operation.
PPR9-25	The execution of work in the dispatch centers is the same for retail and wholesale.	Satisfied	The execution of work in the dispatch centers is based on due date and appointment time; work is executed without consideration of the order's wholesale or retail origin. On January 31, 2002, KPMG Consulting observed dispatch center personnel using the same systems and work processes for both retail and wholesale orders.
PPR9-26	The dispatch centers are staffed with personnel who have comparable skill sets for retail as wholesale.	Satisfied	The BellSouth dispatch centers are staffed with personnel who have comparable skills and are required to complete the same training curriculum for performing retail and wholesale work. Requirements for coordinated conversions are unique and are handled by wholesale services group within each WMC. Other functions for wholesale orders are handled in the same manner as retails orders. All dispatch center personnel are required to attend the same training curriculum.

Test Reference	Evaluation Criteria	Result	Comments
PPR9-27	The dispatch centers have hours of operation that are the same for retail and wholesale.	Satisfied	The BellSouth dispatch centers handle both retail and wholesale issues. KPMG Consulting found that all dispatch centers handle both retail and wholesale orders. Therefore, there are no differences in the hours of operation.
PPR9-28	The execution of work in the inventory centers is the same for retail and wholesale.	Satisfied	The execution of work in the inventory centers is according to due date and without consideration of the order's wholesale or retail origin. On January 29 and February 11, 2002, KPMG Consulting observed inventory center personnel using the same systems and work processes for both retail and wholesale orders.
PPR9-29	The inventory centers are staffed with personnel who have comparable skill sets for retail as wholesale.	Satisfied	The BellSouth inventory centers including the AFIG-North Florida and the AFIG-South Florida process both retail and wholesale orders. Training is required for all personnel in these centers. Orders for both retail and wholesale are processed in the same manner.
PPR9-30	The inventory centers have hours of operation that are the same for retail and wholesale.	Satisfied	The BellSouth inventory centers handle both retail and wholesale issues. KPMG Consulting found that all inventory centers handle both retail and wholesale orders. Therefore, there are no differences in the hours of operation.
Parity in Methods and Procedures			
PPR9-31	M&Ps in the order-processing center are comparable for retail and wholesale.	Satisfied	M&Ps in the order-processing center are comparable for retail and wholesale. The Retail Business Office maintains standard M&P documentation for all BellSouth product offerings on the online Orbit application. The LCSC maintains standard M&P documentation for resale and UNE product offerings in the online CDIA application. An example of documentation used within the retail order processing center is Reuse and Reuse Facilities Relation Orders. The following are examples of documentation used within the wholesale order processing center: ♦ LNP Gateway Releases - Network Services – Customer Services ♦ Remote Call Forwarding

Test Reference	Evaluation Criteria	Result	Comments
PPR9-32	M&Ps in the translations center are the same for retail and wholesale.	Satisfied	M&Ps in the translations center are the same for retail and wholesale. The RCMAG and CTG, maintain standard M&P documentation both on site and on the BellSouth intranet. The following are examples of documents used in the translations centers: Area Communication Service & Systems Communications Service – Description and Specification Implementation M&Ps; and Unbundled Local Switching (Selective Carrier Routing, Switched Based) – Service Description and Specifications Implementation M&Ps.
PPR9-33	M&Ps in the problem resolution centers are the same for retail and wholesale.	Satisfied	M&Ps in the problem resolution center are the same for retail and wholesale. The AFIG, RCMAG and CPG each maintain standard M&P documentation. The AFIG and CPG also maintain additional UNE documentation. M&Ps are located on site and on the Bellsouth intranet. The following are examples of documentation used in the problem resolution centers: ♦ PAWS Web; and ♦ Present Architecture for Provisioning Dedicated Hi-Capacity Services.
PPR9-34	M&Ps in the facilities centers are the same for retail and wholesale.	Satisfied	M&Ps in the facilities center are the same for retail and wholesale. The AFIG and CPG both maintain standard M&P documentation. Each center also maintains additional UNE documentation. The following are examples of documentation used in the facilities centers: ♦ AFIG UNE M&P; and ♦ CPG Job Aid – 2-Wire Analog Port and Voice Grade Loop Combination PBX Trunks.
PPR9-35	M&Ps in the engineering center are the same for retail and wholesale.	Satisfied	M&Ps in the engineering center are the same for retail and wholesale. The CPG maintains standard M&P documentation. The CPG also maintains additional UNE documentation. The following are examples of documentation used in the engineering center: ♦ Present Architecture for Provisioning Dedicated Hi-Capacity Services; and

Test Reference	Evaluation Criteria	Result	Comments
			♦ CPG Job Aid – 2-Wire Analog Port and Voice Grade Loop Combination PBX Trunks.
PPR9-36	M&Ps in the dispatch center are the same for retail and wholesale.	Satisfied	M&Ps in the dispatch center are the same for retail and wholesale. The WMC maintains standard M&P documentation. The WMC also maintains additional UNE documentation. M&Ps are located on site and on the BellSouth intranet. The following are examples of documentation used in the dispatch centers: ♦ WMC Job Aid – SL2 Designed; ♦ WMC Job Aid – SL1 Non-Designed; and ♦ WMC Procedures–Unbundled Network Elements – SL1 and SL2.
PPR9-37	M&Ps in the inventory center are the same for retail and wholesale.	Satisfied	M&Ps in the inventory center are the same for retail and wholesale. The AFIG maintains standard M&P documentation. The AFIG also maintains additional UNE documentation. The following are examples of documentation used in the facilities centers: ♦ AFIG UNE M&P; and ♦ PAWS Web.
Support Provisioning Coordination Process			
PPR9-38	Coordinated provisioning procedures are documented and followed.	Satisfied	Coordinated provisioning procedures are documented in several BellSouth internal M&P documents, including: ♦ Turn-up Non-Designed Combined Inside and Outside Conversions, Network Services – Customer Services; ♦ Turn-up Designed Combined Inside and Outside Conversions, Network Services – Customer Services; and ♦ Checklist for the UNE Provisioning of Coordinated Conversions, Network & Carrier Services. During observations at the Atlanta CWINS Center on February 20, 2001, KPMG Consulting observed CWINS Center personnel following the documented coordinated provisioning procedures.
PPR9-39	Coordinated provisioning performance measures and	Satisfied	Performance measures are defined, tracked and controlled. CWINS Center activity is due date

Test Reference	Evaluation Criteria	Result	Comments
	process improvement practices are defined and tracked.		driven. The center has an internal annual goal of 90% due date met for all types of coordinated orders and average telephone queue times of no more than 45 seconds. The CWINS Center has a 95% timeliness benchmark for hot cuts, which is documented in BellSouth performance metric P-9. The CWINS Centers conduct six month and one year performance reviews of personnel, as well as performing coaching on a regular basis. The coordinated provisioning process improvement practices are complete. The Action Request (AR) process is used to suggest changes to processes and procedures. The AR is submitted online to Staff Support in Atlanta. Staff Support determines whether or not changes are needed and sends notification to center personnel, if necessary.
PPR9-40	Coordination Center manual coordination procedures with ALECs are defined and consistent.	Satisfied	The procedures for notification of the completion of manually provisioned orders are defined and consistent in all internal method and procedure documents. The documented procedures state that the CWINS Center notifies a designated ALEC contact directly after the COT or outside plant technician completes the order. The CWINS Center coordination procedures are defined in multiple documents, including: ♦ Turn-up Non-Designed Inside Cut Only Conversion, Interconnection Services, UNE; ♦ Turn-up Non-Designed Outside Cut Only Conversion, Interconnection Services, UNE; and ♦ Turn-up Designed combined Inside and Outside Conversions – Network Services-Interconnection Services, UNE.
PPR9-41	ALEC manual coordination procedures for order processing, translations, and dispatch centers are defined and consistent.	Satisfied	Manual coordination procedures between the order processing centers, translation centers, and dispatch centers are defined and consistent. The procedures are defined in the following documentation: ♦ BellSouth Interface Agreements; ♦ Escalation Procedures for the Unbundled Network Element (UNE) Center; and ♦ Non-Switched, Unbundled Network Element Combinations – Network Services-Customer

Test Reference	Evaluation Criteria	Result	Comments
			Services.
PPR9-42	Processes for handling and tracking errors and exceptions are defined.	Satisfied	KPMG Consulting reviewed the following BellSouth documentation and found that processes for handling and tracking errors and exceptions are defined. ♦ Checklist for the UNE Provisioning of Coordinated Conversions, Network & Carrier Services; ♦ Unbundled Non-Designed (SL1) Voice Grade Loops, Wiring & Testing Work Steps; and ♦ Turn-up Non-Designed Inside Cut Only Conversion, Interconnection Services, UNE. KPMG Consulting observed that these documents are readily available to the CWINS Center and central office personnel.
PPR9-43	Escalation procedures are defined and documented.	Satisfied	KPMG Consulting reviewed the following BellSouth documentation and found that internal and external escalation procedures are defined. ♦ Escalation Procedures for the Unbundled Network Element (UNE) Center; ♦ Provisioning – UNEC Escalation Contact List-Atlanta;[55] ♦ Provisioning – UNEC Escalation Contact List-Birmingham;[56] and ♦ Provisioning – UNEC Escalation Contact List-Fleming Island.[57]
PPR9-44	Processes within the ALEC coordination center and central offices are defined and documented.	Satisfied	KPMG Consulting reviewed the following BellSouth documentation and found that processes within the CWINS Center and central offices are defined and documented. ♦ Turn-up Non-Designed Outside Cut Only Conversions – Interconnection Services; ♦ Turn-up Non-Designed Inside Cut Only Coordinated Conversion – Interconnection Services; ♦ Turn-up Designed Combined Inside and Outside Conversions – Network Services-

[55] http://www.interconnection.bellsouth.com/centers/html/provcwin.html
[56] http://www.interconnection.bellsouth.com/centers/html/provcwinbhm.html
[57] http://www.interconnection.bellsouth.com/centers/html/cwinflemisl.html

Test Reference	Evaluation Criteria	Result	Comments
			Interconnection Services, UNE; and ♦ Unbundled Non-Designed (SL1) Voice Grade Loops, Wiring & Testing Work Steps.
Capacity Management			
PPR9-45	There are established processes for evaluating and adjusting system infrastructure utilization, based on current and forecasted volumes.	Satisfied	The Network Centers (which include the WMC, CO-FWG and the NISC groups) and the Local Services Centers (which includes the LCSC and CWINS Centers) use force-sizing models driven by historical, present and projected work volumes to evaluate future needs for system infrastructure adjustment. BellSouth did not appear to have formal and documented processes for capacity management in several functional centers that are involved in the provisioning of retail, resale, and wholesale orders. Exception 48 was issued to address this concern. In response to this exception, BellSouth provided KPMG Consulting with documents that defined BellSouth's capacity management process. KPMG Consulting reviewed the documents and determined that BellSouth does have a documented capacity management process and Exception 48 was closed. BellSouth uses the following documents in this process: ♦ Network Centers Force Sizing Model Process and Force Models; ♦ Local Service Centers Force Sizing Model Process and Force Models; and ♦ Corporate Real Estate and Services (CRES) Project Management Process Overview.
PPR9-46	There are established processes for evaluating and adjusting equipment utilization, based on current and forecasted volumes.	Satisfied	BellSouth did not have formal and documented processes for capacity management in several functional centers that are involved in the provisioning of retail, resale, and wholesale orders. Exception 48 was issued to address this concern. In response to this exception, BellSouth provided KPMG Consulting with documents that outlined BellSouth's capacity management process. KPMG Consulting reviewed the documents and determined that BellSouth does have a documented capacity management process and Exception 48 was closed. The Network Centers and the Local Services

Test Reference	Evaluation Criteria	Result	Comments
			Centers use force-sizing models driven by historical, present and projected work volumes to adjust office equipment utilization. BellSouth uses the following documents in this process: ♦ Network Centers Force Sizing Model Process and Force Models; ♦ Local Service Centers Force Sizing Model Process and Force Models; and ♦ Corporate Real Estate and Services (CRES) Project Management Process Overview.
PPR9-47	There are established processes for evaluating and adjusting office space utilization, based on current and forecasted volumes.	Satisfied	BellSouth did not have formal and documented processes for capacity management in several functional centers involved in the provisioning of retail, resale, and wholesale orders. Exception 48 was issued to address this concern. In response to this exception, BellSouth provided KPMG Consulting with documents that outlined BellSouth's capacity management process. KPMG Consulting reviewed the documents and determined that BellSouth does have a documented capacity management process and Exception 48 was closed. The Network Centers and the Local Services Centers use force-sizing models driven by historical, present and projected work volumes to adjust office space utilization. The Corporate Real Estate and Services (CRES) Group handles new office space and office supply projects. BellSouth uses the following documents in this process: ♦ Network Centers Force Sizing Model Process and Force Models; ♦ Local Service Centers Force Sizing Model Process and Force Models; ♦ Corporate Real Estate and Services (CRES) Project Management Process Overview; and ♦ Long-Term Space Proposal, Network Services – Customer Services, Jacksonville FL, April 2001.
PPR9-48	There are established processes for evaluating and adjusting personnel	Satisfied	BellSouth did not have formal and documented processes for capacity management in several functional centers involved in the provisioning of

Test Reference	Evaluation Criteria	Result	Comments
	utilization, based on current and forecasted volumes.		retail, resale, and wholesale orders. Exception 48 was issued to address this concern. In response to this exception, BellSouth provided KPMG Consulting with documents that outlined BellSouth's capacity management process. KPMG Consulting reviewed the documents and determined that a formal and documented process for capacity management did exist and Exception 48 was closed. The Network Centers and the Local Services Centers use force modeling, which is driven by historical, present and projected work volumes to adjust office equipment utilization. BellSouth uses the following documents in this process: ♦ Network Centers Force Sizing Model Process and Force Models; ♦ Local Service Centers Force Sizing Model Process and Force Models; and ♦ Corporate Real Estate and Services (CRES) Project Management Process Overview.
PPR9-49	There are established processes for incorporating capacity management plans into the business plan.	Satisfied	BellSouth did not have formal and documented processes for capacity management in several functional centers that are involved in the provisioning of retail, resale, and wholesale orders. Exception 48 was issued to address this concern. In response to this exception, BellSouth provided KPMG Consulting with documents that outlined BellSouth's capacity management process. KPMG Consulting reviewed the documents and determined that BellSouth does have a documented capacity management process and Exception 48 was closed. BellSouth's Finance organization maintains the forecast models and uses them to develop force requirements for each plan year. Outputs from the respective Network Centers' models are presented to the State/Network Vice President (NVP) as an element of their annual force and budget planning cycle. The LCSC's and CWINS Center's force sizing models generate force and force-related expense budgets and capital budgets. The force model data are used to authorize force allocation given to center management in order to allow plans for any necessary growth.

Test Reference	Evaluation Criteria	Result	Comments
			BellSouth uses the following documents in this process: ♦ Network Centers Force Sizing Model Process and Force Models; ♦ Local Service Centers Force Sizing Model Process and Force Models; and ♦ Corporate Real Estate and Services (CRES) Project Management Process Overview.
ADSL Line Splitting			
PPR9-50	ADSL Line Splitting procedures are documented and defined.	Satisfied	ADSL Line Splitting installation methodologies and associated M&Ps are defined and complete.

5.0 Parity Evaluation

The Provisioning Process Evaluation (PPR9) is a parity and evaluative review of the provisioning processes, systems and interfaces required for retail and wholesale orders. As indicated in the Table 9-3, the results of the Provisioning Process Evaluation demonstrate that there is parity between BellSouth and ALECs in the in the subject matter covered by this examination.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of the test.

6.1 Summary of Findings

There were 50 evaluation criteria considered for the Provisioning Process Evaluation (PPR9). All 50 evaluation criteria received a satisfied result.

As all evaluation criteria are satisfied, KPMG Consulting considers the Process Evaluation (PPR9) area satisfied at the time of the final report delivery.

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C. Test Results: Provisioning Verification and Validation (TVV4)

1.0 Description

The Provisioning Verification and Validation (TVV4) test evaluated BellSouth's proficiencies when provisioning Alternative Local Exchange Carrier (ALEC) orders. ALEC orders were evaluated to determine whether BellSouth personnel: (i) provisioned the orders accurately as ordered via the ALEC Local Service Request (LSR) on the Firm Order Committed Due Date (FOC DD), and (ii) adhered to provisioning guidelines in BellSouth's documented methods and procedures (M&P).

Provisioning tests were performed on orders submitted through Bellsouth manual and electronic interfaces for Resale, Unbundled Network Elements-Platform (UNE-P), and Unbundled Network Elements-Loop (UNE-L) delivery methods. The test also examined the effects of provisioning service elements, including switch translations (STs), directory listings (DL), coordinated and non-coordinated UNE-Loop migrations, Local Number Portability (LNP) activation, High-Capacity loops, Digital Subscriber Loop (xDSL), ADSL Line Sharing loops, and Completion Notices[58] (CNs). Sample orders were selected from the test bed and from commercial ALEC orders and analyzed for the types of provisioning elements required such as M&P adherence and timeliness requirements.

Test methods included: (i) verification of physical provisioning for both live ALEC commercial installations and test bed accounts, and (ii) verification of test bed account service and feature provisioning by analyzing a variety of BellSouth system outputs.

2.0 Business Process

This section describes BellSouth's provisioning business process.

2.1 Business Process Description

BellSouth performs provisioning activities to establish services requested by customers. In order to migrate, install, change or disconnect services, ALECs submit LSRs manually to the BellSouth Local Carrier Service Center (LCSC), or electronically through (i) Electronic Data Interface (EDI), (ii) Telecommunications Access Gateway (TAG), (iii) Graphical User Interface (GUI) Robust Telecommunications Access Gateway (RoboTAG)[59]; (iv) Local Exchange Navigation System (LENS), and (v) Manual Interface (MI) for Resale, UNE-Platform (UNE-P) and UNE-Loop (UNE-L) delivery. After receipt and processing of the LSR, BellSouth generates a Firm Order Confirmation (FOC) notification to the ALEC that confirms the due date and time (if applicable).

Once the FOC is generated, non-designed orders proceed to downstream systems and organizations, including the Address Facility Inventory Group (AFIG) for facility assignment, the Recent Change Memory Administration Group (RCMAG) for translations work, the Work Management Center (WMC) for installation orders that require dispatch of outside plant

[58] Completion Notices were verified through a report that was generated by a KPMG Consulting internal system.
[59] As of April 3, 2002, the FPSC has removed RoboTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP) because BellSouth no longer supports the application.

technicians, and the Central Office-Frame Work Group (CO-FWG) for installation orders that require central office work. Designed orders flow to the Circuit Provisioning Group (CPG) for circuit design, but otherwise follow the same provisioning process as non-designed orders. BellSouth notifies the ALECs that the LSR was provisioned via a Completion Notice (CN).

Elements of the provisioning process include:

- Directory Listing (DL) – A DL is modified based on information contained in the LSR. BellSouth provisions changes to the DL and directory assistance database on the due date. An exception to this process involves Local Number Portability (LNP) service requests. An LNP request requires the ALEC to submit a DL service request to retain or make changes to the DL. BellSouth is expected to perform the LNP DL provisioning at Frame Due Date plus one day or less.
- Switch Translations – The ALEC LSR is analyzed for feature changes. All feature changes are provisioned in the BellSouth switch on the due date and availability is expected upon completion of provisioning activity.
- Loop Conversions[60] – Existing BellSouth lines are migrated to the ALEC collocation facility inside a BellSouth central office. BellSouth frame technicians migrate the lines at the main distribution frame (MDF) on the due date. The conversion is expected to occur on the Frame Due Date for non-coordinated conversions. During coordinated conversions, the cut occurs on the Frame Due Date and starts at the Frame Due Time (FDT) as indicated on the LSR. Cases involving Integrated Loop Carrier (IDLC) migrations require outside technicians to perform field work on the due date and time.
- Local Number Portability (LNP) – BellSouth coordinates actions with the ALEC acquiring the account. BellSouth sets the 10-digit trigger in their switch so that the CLEC can activate the subscription record through the Number Portability Administration Center (NPAC). NPAC is the agency that maintains LNP databases, thereby allowing customers to retain their existing telephone number when they migrate to an ALEC.
- High Capacity Circuits – BellSouth provisions high-capacity facilities requested by ALECs. DS1 service provides an ALEC with a 4-wire transmission path that carries digital signals at speeds of 1.544 Mbps simultaneously in both directions. High-Capacity circuits can include such services as 1) Interoffice facilities (IOF), which are DS1 circuits that run between central offices (COs) and a Point of Presence (POP), 2) Loops, which are DS1 circuits that run from a CO, or a POP, to a customer location, 3) HDSL, and 4) EEL DS1 high-capacity circuits.
- Unbundled Network Elements (UNE) Loops – Physical connectivity is established from a subscriber location to a local serving office (BellSouth central office) where the ALEC maintains a collocation arrangement. UNE-loops are available in several varieties including Digital Signal, level 0 (DS0), Digital Signal, level 1 (DS1), Integrated Services Digital Network (ISDN), Digital Subscriber Line (xDSL), Asynchronous Digital Subscriber Line (ADSL) Line Sharing and Extended Enhanced Loops (EEL).

3.0 Methodology

This section summarizes the test methodology.

[60] Also referred to as Loop Migrations or Hot Cuts

3.1 Scenarios

Provisioning test elements and analysis were based on a representative set of Resale, UNE-P, UNE-loop and high capacity circuit scenarios identified in Appendix A of the Florida Master Test Plan (MTP). For many of the provisioning scenarios, ALECs conducting business in Florida allowed KPMG Consulting to observe commercial installations of their orders. The scenarios tested during the Provisioning Verification and Validation (TVV4) test included:

- Installation of new services for Resale, UNE-P and UNE-Loop (including xDSL and ADSL Line sharing) delivery methods:
  - With DL changes; and
  - Without DL changes.
- Migration of BellSouth services to UNE-loops, specifically:
  - Analog loops without number porting; and
  - Analog loops with number porting.
- Resale and UNE-P service requests that required switch translations, specifically:
  - Plain Old Telephone Service (POTS) (Business and Residential);
  - ISDN (Business and Residential);
  - Private Line;
  - Private Branch Exchange (PBX); and
  - Centrex.
- Installation of High Capacity Circuits, specifically:
  - DS1;
  - IOF; and
  - DS3.

3.2 Test Targets and Measures

A variety of provisioning tests were performed on orders submitted through BellSouth electronic and manual interfaces for Resale, UNE-P and UNE-Loop delivery.

The test targets were BellSouth's provisioning of Resale, UNE-P and UNE-Loop services and included reviews of the following provisioning processes:

- Directory Listing Validation;
- xDSL Provisioning Validation;
- ADSL Line Sharing Provisioning Validation;
- Hi-Capacity Circuit (IOF[61]/DS1/DS3) Provisioning Validation;
- Loss of Line Report Validation;

[61] Inter-Office Facility.

- Intercept Messaging (Disconnected Orders) Validation;
- UNE-Loop[62] (Local Number Portability (LNP) and Integrated Digital Loop Carrier (IDLC)) Migration Validation;
- Service Order Completion Notice Validation;
- Customer Service Records (CSR) Validation;
- Switch Feature Translations Validation including Operator Services/Directory Assistance (OS/DA), Originating Line Number Screening (OLNS); and
- Unbundled Dark Fiber circuits Validation.

3.3 Data Sources

Data collected for the test included the following BellSouth documents:

- BellSouth Business Rules-Local Ordering, CG-LEOO-024, Issue 9R, November 9, 2001;
- UNE – Switched Combos[63] – Re-bundled Residence and Business 2-Wire, Network & Carrier Services User Guide, UG-RRBU-001, Issue 1e, September 2000;
- Telephone Number Administration (NA) Methods and Procedures, BSP, 194-100-013BT, Issue 4, August 2001;
- Service Order Communication System (SOCS) User Guide, The Service Order Section 8, Version 1.0, 10/98;
- USOC-to-FID Charts for Switch Translation Verification, Derived from Recent Change Memory Administration Group (RCMAG) Methods and Procedures;
- Central Office UNE Line Sharing Job Aid – Provisioning Line Sharing, Draft Version 3 – August 16, 2000;
- UNEC Method and Procedures for Unbundled ADSL Capable Loops, Unbundled HDSL Capable Loops, and Unbundled Copper Loops, Version: Draft 1.0, Issue Date: 2/27/00;
- UAL, UHL, and UCL New Install Checklist, Issue number 1.1, 12/13/00; and
- Job Aid for DS1.

3.4 Data Generation/Volumes

This test relied on data generated as part of the Pre-Order, Order and Provisioning (POP) Functional Evaluation (TVV1) and live commercial ALEC orders.

3.5 Evaluation and Analysis Methods

The primary focus of Provisioning Verification and Validation (TVV4) was to evaluate BellSouth's ability to provision ALEC orders. Both KPMG Consulting test bed orders, which were submitted as part of the POP Functional Evaluation (TVV1), and live ALEC commercial installations were evaluated against the following standards:

[62] UNE-L migrations are also referred to as Hot Cuts.
[63] Also referred to as UNE-Platform (UNE-P)

- Accuracy – The extent to which BellSouth provisioned services and features as specified on the LSRs.
- Timeliness – The degree to which the orders were provisioned on the due dates and times.
- Timeliness and Accuracy of Notifications – The accuracy of information and timeliness of the notifications[64] relative to the LSR that BellSouth sent to the ALECs.
- Communications and Coordination – The ability of BellSouth to coordinate work activities and communicate with the ALECs when physical work required coordination.
- Compliance with Methods and Procedures (M&P) – BellSouth's compliance with internal M&Ps to the extent that the M&Ps affected the provisioning outcomes.

Evaluation methods for provisioning tests involved reviewing KPMG Consulting transactions submitted as part of the POP Functional Evaluation (TVV1). KPMG Consulting completed the following activities as part of this review:

- Switch Translation – A sample of Resale and UNE-P orders was generated from the population of LSRs. Features on LSRs were compared to the Switch Translation screen printouts provided by BellSouth. Discrepancies were analyzed and documented.
- Directory Listing (DL) - A sample of Resale, UNE-P, and UNE-Loop was derived from the population of LSRs including telephone numbers with and without DL requests. The LSRs were compared to the BellSouth Directory Listings database and discrepancies were analyzed and reported for each telephone number.
- DS0 Loop Migrations (Hot Cuts) – Data were gathered during field inspections of hot cut activities in BellSouth central offices. Information about telephone contacts from the Customer Wholesale Interconnection Network Services (CWINS) Center were logged and analyzed for compliance with BellSouth M&Ps.
- High Capacity Circuits – Information was gathered during installation inspection in BellSouth central offices and premises locations.
- Local Number Portability (LNP) - Information about LNP provisioning was gathered from information stored in the Number Portability Administration Center (NPAC) database and from logs of telephone calls made from BellSouth switches. LNP information was gathered during observations of ALEC commercial installations.
- Completion Notices (CN) – Required field inputs contained in CNs and timeliness of SOCs were analyzed.
- Customer Service Records (CSR) – Information contained within CSRs was evaluated for accuracy against field inputs from submitted LSRs and pre-activity CSRs.
- Loss of Line Report – Information contained within the Loss of Line reports was evaluated for accuracy against fields in service order files. Lines that matched the Line Loss criteria were expected to appear on the Line Loss report.
- Disconnect Orders – A sample of Resale and UNE-P orders was pulled from the population of LSRs. Manual disconnect orders were placed on this sample of orders and the results documented.

[64] Examples of notifications include CNs, Jeopardy's and Line Loss reports

The Provisioning Verification and Validation (TVV4) test included a checklist of evaluation criteria developed by the KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the Provisioning Verification and Validation (TVV4) test. The data collected were analyzed employing the evaluation criteria identified in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 4-1. For additional exception and observation information, refer to Appendix D and E, respectively. The test criteria and results are presented in Table 4-2 below.

Table 4-1: TVV4 Exception and Observation Activity

Activity	Exceptions	Observations
Total Issued	10	18
Total Disposed as of Final Report Date	7	18
Total Remaining Open as of Final Report Date	3	0

Table 4-2: TVV4 Evaluation Criteria and Results

Test R	Evaluation Criteria	Result	Comments
Directory Listing			
TVV4-1	BellSouth's directory assistance database contains required field inputs.	Not Satisfied	BellSouth's directory assistance database does not contain required field inputs. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. KPMG Consulting reviewed 217 directory listing orders from April 2001 – August 2001 to determine if BellSouth provisioned the directory listings accurately. BellSouth provisioned 197 directory listings (91%) accurately. Examples of discrepancies included: listings not appearing in the database as well as listings containing incorrect information. KPMG Consulting continued to validate the available directory listing data. The continued analysis resulted in a total of 430 directory listings reviewed with 409

Test Reference	Evaluation Criteria	Result	Comments
			(95.1%) provisioned correctly. Based on BellSouth provided information, which indicated that service representatives received supplemental training, business rules were updated to reflect the most current procedures and a system fix was scheduled to correct orders that contained a hunting feature, KPMG Consulting conducted a retest although the hunting feature correction was not implemented. During retesting, KPMG Consulting reviewed 141 directory listings from December 2001– February 2002. BellSouth provisioned 135 (95.7%) directory listings accurately. The hunting feature was not tested. KPMG Consulting found additional discrepancies identified during the retest. During the second retest, KPMG Consulting reviewed 152 directory listings from April 2002 and May 2002. BellSouth provisioned 130 (85.5%) directory listings accurately. KPMG Consulting identified additional discrepancies during the second retest. KPMG Consulting issued Exception 171. Exception 171 remains open.
TVV4-2	BellSouth provisions directory listings on the due date.	Satisfied	BellSouth provisions directory listings on the due date. In the absence of a documented BellSouth standard for provisioning timeliness, KPMG Consulting applied a benchmark of 95%. During initial testing, KPMG Consulting reviewed 74 directory listings from April 2001– June 2001 to determine if BellSouth provisioned the listings on the due date. BellSouth provisioned 49 (66.2%) directory listings on the due date. As a result, KPMG Consulting issued Exception 82. Based on BellSouth's response, KPMG Consulting continued testing. KPMG Consulting reviewed a total of 276 directory listings from April 2001 –

Test Reference	Evaluation Criteria	Result	Comments
			October 2001 to determine if BellSouth provisioned the listings on the due date. BellSouth provisioned 263 (95.2%) directory listings on the due date. Based on these results, Exception 82 was closed.
Switch Translation			
TVV4-3	BellSouth's switch translations contain required field inputs.	Not Satisfied	BellSouth's switch translations do not contain accurate field inputs. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. During initial testing, KPMG Consulting reviewed 435 switch translations from April – October 2001 to determine if BellSouth provisioned features and services accurately. BellSouth provisioned 409 (94%) switch translations accurately. As a result, KPMG Consulting issued Exception 84. Based on BellSouth's response, KPMG Consulting conducted a retest. BellSouth trained their service reps, updated their internal M&Ps to correctly identify features codes when provisioning services, and a system fix was scheduled to correct orders that contained a hunting feature. KPMG Consulting conducted the retest even though the hunting feature correction was not implemented. During retesting, KPMG Consulting reviewed 162 switch translations from December 2001 – February 2002 to determine if BellSouth provisioned features and services accurately. BellSouth provisioned 161 (99.4%) switch translations accurately. KPMG Consulting updated Exception 84 to detail the discrepancy. This discrepancy involved restoring the service of a suspended customer. The hunting feature was not tested. During the second retest, KPMG Consulting reviewed 134 switch translations from April – May 2002. BellSouth provisioned 120 (90%) switch translations accurately.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting updated Exception 84 to detail the discrepancies. The discrepancies involved the provisioning of hunting services and LPICs. Exception 84 remains open.
High Capacity Circuit Provisioning			
TVV4-4	BellSouth provisions DS1/DS3 circuits according to documented M&P tasks.	Satisfied	BellSouth provisions DS1/DS3 circuits according to documented M&P tasks. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. During testing, KPMG Consulting observed BellSouth technicians install 135 (14 Test Bed, 121 commercial) DS1/DS3 circuits (619 M&P tasks) from July 9, 2001 to April 19, 2002. BellSouth provisioned 595 tasks (96.1%) in accordance with documented methods and procedures.
TVV4-5	BellSouth meets the DS1 circuit percent missed installation appointment parity performance requirement.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth meets the parity performance requirements for SQM metric P-3: Percent Missed Installation Appointments measures for DS1 circuits, for wholesale. Metric P-3 measures the extent to which BellSouth provisions DS1 circuits for customers by the scheduled due date. The defined standard is parity against retail average. KPMG Consulting reviewed 105 commercial DS1 service orders in July 2001, March - April 2002. BellSouth provisioned 103 (98.1%) commercial DS1 service orders on the confirmed due date. BellSouth provisioned 2601 (99.2%) of the 2622 retail DS1 service orders on the confirmed due date. The retail results cover the July 2001 and March 2002 periods only. BellSouth's retail results during the same time period were XX%. KPMG Consulting is waiting to receive the BellSouth retail results to complete the

Test Reference	Evaluation Criteria	Result	Comments
			parity analysis.
TVV4-6	BellSouth meets the IOF circuit percent missed installation appointment parity performance requirement.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth meets the parity performance requirements for SQM Metric P-3: Percent Missed Installation Appointments measures for IOF circuits for wholesale performance. Metric P-3 measures the extent to which BellSouth provisions IOF circuits for customers by the scheduled due date. The defined standard is parity against the retail average. KPMG Consulting reviewed 16 commercial IOF service orders what period . BellSouth provisioned all 16 (100%) commercial IOF service orders on the confirmed due date. BellSouth provisioned 1 (100%) of 1 retail IOF service orders on the confirmed due date. The retail results cover the July 2001 and March 2002 periods only. BellSouth's retail results during the same time period were XX%. KPMG Consulting is waiting to receive the BellSouth retail results to complete the parity analysis.
TVV4-7	BellSouth meets the DS1 percentage of orders placed in jeopardy due to pending facilities parity performance requirement.	Testing in Progress	KPMG Consulting is not yet able determine whether BellSouth meets the parity performance requirements for SQM Metric P-2: Percentage of Orders Put in Jeopardy Due to Pending Facilities for DS1 Orders for Wholesale Orders. The P-2 SQM measures the extent to which BellSouth places orders in jeopardy due to pending facilities. The defined standard is parity against retail average. KPMG Consulting reviewed 92 commercial DS1 loop service orders to determine if BellSouth generated a jeopardy notice due to lack of facilities when warranted. BellSouth generated 1 (1.1%) jeopardy notice due to pending facilities. BellSouth generated jeopardy notices for 25% (983/3896) of their retail DS1

Test Reference	Evaluation Criteria	Result	Comments
			service orders due to pending facilities. The retail results cover the July 2001 and March 2002 periods only. BellSouth's retail results during the same time period were XX%. KPMG Consulting is waiting to receive the BellSouth retail results to complete the parity analysis.
TVV4-8	BellSouth meets the IOF percentage of orders placed in jeopardy due to pending facilities parity performance requirement.	Testing in Progress	KPMG Consulting is not yet able determine whether BellSouth meets the parity performance requirements for SQM Metric P-2: Percentage of Orders Put in Jeopardy due to Pending Facilities for IOF Service Orders for wholesale orders. The P-2 SQM measures the extent to which BellSouth places orders in jeopardy due to pending facilities. The defined standard is parity against retail average. KPMG Consulting reviewed 16 commercial IOF loop service orders to determine if BellSouth generated a jeopardy notice due to lack of facilities when warranted. BellSouth generated 0 (0%) jeopardy notices due to pending facilities. BellSouth generated jeopardy notices for 25% (983/3896) of their retail DS1 service orders due to pending facilities. The retail results cover the July 2001 and March 2002 periods only. BellSouth's retail results during the same time period were XX%. KPMG Consulting is waiting to receive the BellSouth retail results to complete the parity analysis.
TVV 4-9	BellSouth meets the percentage of troubles within 30 days of service order completion for DS1 circuit parity performance requirement.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth meets the parity performance requirements for SQM P-9- Percentage Troubles within 30 Days of Service Order Completion for DS1 circuits. The P-9 SQM measures the quality of services installed, focusing on the percentage of average monthly new order installations that were free of troubles 30

Test Reference	Evaluation Criteria	Result	Comments
			calendar days following installation. The standard is parity against the retail average. KPMG Consulting reviewed 91 commercial DS1circuit installations during July 2001, March and April 2002 to determine if trouble reports were opened for each circuit provisioned, within 30 days of the Service Order Completion. Five trouble reports (5.5%) were generated within 30 days of the Service Order Completion BellSouth's retail results during the same time period were XX%. KPMG Consulting is waiting to receive the BellSouth retail results to complete the parity analysis.
TVV 4-10	BellSouth meets the percentage of troubles within 30 days of service order completion for IOF circuit parity performance requirement.	Testing In Progress	KPMG Consulting is not yet able to determine whether BellSouth meets the parity performance requirements for SQM P-9- Percentage Troubles within 30 Days of Service Order Completion for IOF circuits. The P-9 SQM measures the quality of services installed, focusing on the percentage of average monthly new order installations that were free of troubles 30 calendar days following installation. The standard is parity against the retail average. KPMG Consulting reviewed 29 commercial IOF circuit installations during July 2001, March – April 2002 to determine if a trouble reports were opened for each circuit provisioned, within 30 days of the Service Order Completion. 1 trouble report (3.4%) was generated within 30 days of the Service Order Completion. BellSouth's retail results during the same time period were XX%. KPMG Consulting is waiting to receive the BellSouth retail results to complete the parity analysis.
Hot Cut Provisioning			
TVV4-11	Hot cuts are provisioned according to documented	Satisfied	BellSouth provisions hot cuts according to documented M&P tasks.

Test Reference	Evaluation Criteria	Result	Comments
	M&P tasks.		to documented M&P tasks. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. KPMG Consulting observed BellSouth technicians install 372 commercial analog circuits (3162 tasks) from December 6, 2000 to December 18, 2001. BellSouth provisioned 3123 tasks (98.8%) in accordance with BellSouth documented methods and procedures.
TVV4-12	BellSouth meets the coordinated customer conversion interval performance benchmark.	Satisfied	BellSouth meets the performance benchmark for SQM metric P-7: Coordinated Customer Conversion Interval. The P-7 SQM measures the timeliness of BellSouth's installation services focusing on the average time to install service. The defined standard for Coordinated Conversion Intervals is 95% of the orders completed within a 15-minute per line interval. KPMG Consulting reviewed 143 commercial coordinated conversion orders from December 6, 2000 to December 18, 2001 to determine if the orders were completed within the 15-minute per line interval. BellSouth provisioned 138 (96.6%) coordinated conversions orders within the 15-minute interval.
TVV4-13	BellSouth meets the coordinated customer conversion performance benchmark.	Satisfied	BellSouth meets the performance benchmark for SQM metric P-7A: Coordinated Customer Conversions. The P-7A SQM measures the timeliness of BellSouth's installation service focusing on the average time to begin installation of service. The defined standard is 95% within 15 minutes of the scheduled start time. KPMG Consulting reviewed 128 commercial coordinated conversions to determine if the hot cut began within 15 minutes of the scheduled start time. BellSouth began provisioning 124 (96.9%) commercial coordinated

Test Reference	Evaluation Criteria	Result	Comments
			conversions within 15 minutes of the Frame Due Time as it appeared on the FOC.
TVV4-14	BellSouth meets the hot cut circuit percent installation appointment parity performance requirement.	Satisfied	BellSouth meets the parity performance requirements for SQM metric P-3: Percent Missed Installation Appointments measure for hot cut circuits. The P-3 SQM measures the extent to which BellSouth provisions hot cut circuits for customers by the scheduled due date. The defined standard is parity against retail average. KPMG Consulting reviewed 143 commercial hot cut service orders from December 6, 2000 to December 18, 2001. BellSouth provisioned 141 (98.6%) commercial hot cut service orders on the due date. BellSouth's retail results during the same time period were 94.3%.
TVV4-15	BellSouth meets the percentage of troubles within 30 days of service order completion for hot cut circuit parity performance requirement.	Satisfied	BellSouth meets the parity performance requirements for SQM P-9: Percentage Troubles received within 30 Days of Service Order Completion for hot cut circuits. The P-9 SQM measures the quality of services installed, focusing on the percentage of average monthly new order installations that were free of troubles 30 calendar days following installation. The standard is parity against the retail average. KPMG Consulting reviewed 372 commercial hot cut circuit installations from December 6, 2000 to December 18, 2001. Trouble reports related to these installations were reviewed to determine if these reports were opened within 30 days of the Service Order Completion. Fifteen (4.1%) trouble reports were generated within 30 days of the Service Order Completion. BellSouth's retail results during the same time period were 5.7%.
TVV4-16	BellSouth meets the percent provisioning troubles received within 7 days of a completed	Satisfied	BellSouth meets the parity performance requirements for SQM P-7C: Percent Provisioning Troubles Received Within Seven Days of a Completed Service

Test Reference	Evaluation Criteria	Result	Comments
	service order for hot cut service parity performance requirement.		Order for Hot Cut Services. The P-7C SQM measures the quality of services installed, focusing on the percentage of average monthly new order installations that were free of troubles seven calendar days following installation. The defined standard is less than 5%. KPMG Consulting reviewed 372 commercial hot cut circuit installations to determine if a trouble reports was opened for each circuit provisioned within seven days of the Service Order Completion. One (.03%) trouble report was generated within seven days of the Service Order Completion during the same time period.
xDSL Installations			
TVV4-17	BellSouth provisions xDSL circuits according to documented M&P tasks.	Satisfied	BellSouth provisions xDSL circuits according to documented M&P tasks. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. KPMG Consulting observed Bellsouth technicians install 98 commercial xDSL circuits (953 M&P tasks) from January 16, 2001 to December 31, 2001. BellSouth provisioned 945 tasks (99.2%) in accordance with documented methods and procedures.
TVV4-18	BellSouth meets the percentage of orders put in jeopardy due to pending facilities for xDSL orders parity performance requirement.	Satisfied	BellSouth meets the parity performance requirements for SQM metric P-2: Percentage of Orders Put in Jeopardy Due to Pending Facilities for xDSL orders. This metric measures the extent to which BellSouth places orders in jeopardy due to pending facilities. The defined standard is parity against retail average. KPMG Consulting reviewed 98 commercial xDSL service orders from January 16, 2001 to December 31, 2001 to determine if BellSouth generated a jeopardy notice due to lack of facilities when warranted. BellSouth generated 13 (13.3%) jeopardy notices due to pending facilities. BellSouth's retail results

Test Reference	Evaluation Criteria	Result	Comments
			during the same time period were 15.44%.
TVV4-19	BellSouth meets the percent missed installation appointment measure for xDSL service orders parity performance requirement.	Satisfied	BellSouth meets the parity performance requirements for SQM metric P-3: Percent Missed Installation Appointments measures for xDSL service orders. The P-3 SQM measures the extent to which BellSouth provisions xDSL service orders for customers by the scheduled due date. The defined standard is parity against retail average. KPMG Consulting reviewed 85[65] commercial xDSL service orders from January 16, 2001 to December 31, 2001. BellSouth provisioned 84 (98.2%) commercial xDSL service orders on the due date. BellSouth's retail results during the same time period were 88.94%.
TVV4-20	BellSouth meets the cooperative acceptance testing for xDSL service order parity performance requirement.	Satisfied	BellSouth meets the parity performance requirements for SQM metric P-8: Cooperative Acceptance Testing for xDSL service orders. The P-8 SQM measures the extent to which BellSouth provisions xDSL service orders for customers with cooperative acceptance testing. The defined standard for xDSL loops tested is 95%. KPMG Consulting reviewed 80 commercial xDSL service orders from January 16, 2001 to December 31, 2001. BellSouth provisioned 80 (100%) commercial xDSL service orders with cooperative acceptance testing.
TVV4-21	BellSouth meets the percentage troubles within 30 days of service order completion for xDSL circuit parity performance requirement.	Satisfied	BellSouth meets the parity performance requirements for SQM P-9: Percentage Troubles within 30 Days of Service Order Completion for xDSL circuits. The P-9 SQM measures the quality of services installed, focusing on the percentage of average monthly new order installations that were free of troubles 30 calendar days following installation. The standard is parity against the retail average.

[65] The sample size evaluated in the criterion excludes 13 pending facilities orders as identified in TVV4-18.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting reviewed 85 commercial xDSL circuit installations from January 16, 2001 to December 31, 2001that completed to determine if trouble reports were opened for each circuit provisioned, within 30 days of the Service Order Completion. Two (2.4 %) trouble reports were generated within 30 days of the Service Order Completion. BellSouth's retail results during the same time period were 9.4%.
Intercept Messaging			
TVV4-22	BellSouth switch translations for disconnect orders are provisioned with the proper intercept-recording message.	Satisfied	BellSouth switch translations for disconnect orders are provisioned with the proper intercept-recording message. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. During initial testing, KPMG Consulting reviewed 181 disconnect orders from April – October 2001 to determine if BellSouth de-provisioned the service and applied the proper intercept message. BellSouth de-provisioned 141 (77.9%) disconnect orders accurately. As a result, KPMG Consulting issued Exception 76. As a result of this exception, BellSouth modified business rules and adjusted hunting feature codes. During retesting, KPMG Consulting reviewed 20 disconnect orders from December 2001– February 2002. Of these, BellSouth provisioned 18 (90%) disconnect orders accurately. KPMG Consulting updated Exception 76 to reflect the additional failures. During the second retest, KPMG Consulting reviewed 59 disconnects from April – May 2002. BellSouth provisioned 55 (93%) disconnect orders accurately. Exception 76 was amended to reflect these findings. 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 95%

Test Reference	Evaluation Criteria	Result	Comments
			benchmark with confidence. 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 .3412. This value exceeds 0500, which is the threshold to determine a statistical conclusion of failure. Based on these results, Exception 76 was closed.
Completion Notice (CN) Validation			
TVV4-23	BellSouth service order completion notices accurately reflect the Completion Notice (CN) due date.	Satisfied	BellSouth CNs accurately reflect the CN due date. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. KPMG Consulting reviewed 2,486 CNs to determine if BellSouth provisioned the requested service on the confirmed due date. BellSouth generated 2,369 (95.3%) CNs accurately.
CSR Validation			
TVV4-24	BellSouth Post Order Customer Service Records (CSRs) contain required field inputs from Local Service Records (LSRs).	Satisfied	BellSouth Post Order CSRs contain required field inputs from LSRs. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. During initial testing, KPMG Consulting reviewed 255 Post Order CSRs from April – October 2001 to determine if they were updated accurately. BellSouth updated 177 (69.8%) Post Order CSRs accurately. As a result, KPMG Consulting issued Exception 112. BellSouth trained their service reps, implemented a fix for their Exchange Access and Control Tracking (EXACT) system, and implemented a CSR formatting fix. During retesting, KPMG Consulting

Test Reference	Evaluation Criteria	Result	Comments
			reviewed 83 Post Order CSRs from December 2001– February 2002 to determine if they were updated accurately. BellSouth updated 72 (87%) Post Order CSRs accurately. KPMG amended Exception 112 to reflect the additional failures. During the second retest, KPMG Consulting reviewed 113 CSRs from April – May 2002. BellSouth provisioned 105 (93%) CSRs accurately. Exception 112 was amended to reflect these findings. 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 95% benchmark with confidence. 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 .2049. This value exceeds. 0500, which is the threshold to determine a statistical conclusion of failure. Based on these results, Exception 112 was closed.
Verification of the Switch Translations for OS/DA			
TVV4-25	BellSouth switch translations for telephone numbers with OS/DA service are consistent with field inputs from submitted LSRs.	Satisfied	BellSouth switch translations for telephone numbers with OS/DA service are consistent with field inputs from submitted LSRs. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. During initial testing, KPMG Consulting reviewed 36 switch translations from April 2002 – May 2002 to determine if BellSouth updated the switch translations accurately. BellSouth provisioned 21 switch translations (58.3%) accurately. As a result, KPMG Consulting issued Exception 156. As a result of this

Test Reference	Evaluation Criteria	Result	Comments
			exception, BellSouth built the appropriate line class codes in the switches. During the retest, KPMG Consulting reviewed 58 OS/DA requests from April and May 2002. BellSouth provisioned 55 (94.8%) OS/DA requests accurately. 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. 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 .5594. This value exceeds .0500, which is the threshold to determine a statistical conclusion of failure. Based on these results, Exception 156 was closed.
Originating Line Number Screening (OLNS)			
TVV4-26	BellSouth provisions Unbranded OS/DA service accurately via the OLNS platform.	Satisfied	BellSouth provisions Unbranded OS/DA service accurately via the OLNS platform. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. KPMG Consulting reviewed 13 Unbranded OS/DA service orders during April 2002, via the OLNS platform, to determine if BellSouth provisioned the service accurately. BellSouth provisioned 8 (62%) Unbranded OS/DA service orders accurately. As a result, KPMG Consulting issued Exception 167. BellSouth corrected a table setting. KPMG Consulting conducted a retest. During the retest, KPMG Consulting reviewed 31 Unbranded OS/DA service orders during June 2002, via the OLNS platform, to determine if BellSouth provisioned the service accurately. BellSouth provisioned 31 (100%)

Test Reference	Evaluation Criteria	Result	Comments
			Unbranded OS/DA service orders accurately. Based on these results, Exception 167 was closed.
CN Data Integrity			
TVV4-27	The completion date on BellSouth's CN corresponds with the FOC due date and reflects the date when the actual work was finished.	Satisfied	The completion date on BellSouth's CN correspond with the promised due date and reflects the date when the actual work was finished. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. During initial testing, KPMG Consulting reviewed 43 orders from September – October 2001 to determine if BellSouth completed all physical and systems work on the FOC due date. BellSouth completed 38 (88.3%) orders in a timely manner. As a result, KPMG Consulting issued Exception 130. Based on BellSouth's response, KPMG Consulting conducted a retest. BellSouth could not determine the causes of the discrepancies and recommended that KPMG Consulting conduct a retest. During retesting, KPMG Consulting reviewed 88 CNs from December 2001 – January 2002 to determine if BellSouth completed all physical and systems work on the promised due date. BellSouth completed 77 (88%) orders in a timely manner. KPMG Consulting updated Exception 130 to reflect the additional failures. As a result, Service Representatives were trained. During the second retest, KPMG Consulting reviewed 70 CNs from April – May 2002. BellSouth provisioned 68 (97%) orders in a timely manner. Based on these results, Exception 130 was closed.
End-to-End Validation for Services and Features			
TVV4-28	BellSouth provisioned switch translations and	Not Satisfied	BellSouth does not provision switch translations and updates the CSRs in

Test Reference	Evaluation Criteria	Result	Comments
	updated customer service records in accordance with the submitted LSRs.		accordance with the submitted LSRs. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. During initial testing, KPMG Consulting reviewed 22 orders to determine if the switch translations and CSRs were updated accurately. BellSouth provisioned 6 (27.2%) orders where switch translations and CRS were updated accurately. As a result, KPMG Consulting issued Exception 84 and Exception 112. KPMG Consulting verified BellSouth's response to Exception 112 and Exception 84. Based on BellSouth's response, KPMG Consulting conducted a retest. During retesting, KPMG Consulting reviewed 39 orders from December 2001– February 2002 to determine if the switch translations and CSRs were updated accurately. BellSouth provisioned 32 (82%) orders where switch translations and CSRs were updated accurately. KPMG Consulting updated Exception 112 and Exception 84 to reflect the additional failures. During the second retest, KPMG Consulting reviewed 51 orders from April 2002 – May 2002 to determine if the switch translations and CSRs were updated accordingly. BellSouth provisioned 41 (79%) orders where switch translations and CSRs were updated accurately. KPMG Consulting updated Exception 112 and Exception 84 to reflect the additional failures. KPMG Consulting closed Exception 112 (see criterion TVV4-24). Based on these results, Exception 84 remains open.
TVV4-29	BellSouth provisioned directory listings and updated the customer service records in accordance with the submitted LSRs.	Not Satisfied	BellSouth does not provision directory listings and update the CSRs in accordance with the submitted LSRs. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark

Test Reference	Evaluation Criteria	Result	Comments
			of 95%. During initial testing, KPMG Consulting reviewed 16 orders from April – October 2001 to determine if the directory listings and CSRs were updated accurately. BellSouth provisioned 10 (62.5%) orders where directory listings and CSRs were accurately updated. As a result, KPMG Consulting issued Exception 112. KPMG Consulting verified BellSouth's response to Exception 112. KPMG Consulting conducted a retest. During retesting, KPMG Consulting reviewed 25 orders from December 2001– February 2002 to determine if the directory listings and CSRs were updated accurately. BellSouth provisioned 20 (80%) orders where directory listings and CSRs were updated accurately. KPMG Consulting updated Exception 112 to reflect the additional failures. During the second retest, KPMG Consulting reviewed 105 orders from April – May 2002. BellSouth provisioned 83 (80%) orders accurately. Exception 112 was amended to reflect these findings. KPMG Consulting closed Exception 112 (see criterion TVV4-24). Exception 171 was issued to address these additional discrepancies. Based on these results, Exception 171 remains open.
ADSL Line Sharing			
TVV4-30	BellSouth provisions ADSL line sharing circuits according to documented M&P tasks.	Satisfied	BellSouth provisions ADSL line sharing circuits according to documented M&P tasks. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. KPMG Consulting observed Bellsouth technicians install 158 commercial ADSL Line Sharing circuits (862 tasks) from January 8, 2001 to May 9, 2001. BellSouth provisioned 857 tasks (99.4%) in accordance with BellSouth

Test Reference	Evaluation Criteria	Result	Comments
			documented methods and procedures.
TVV4-31	BellSouth meets the ADSL line sharing circuit percentage of orders given jeopardy notices parity performance requirement.	Satisfied	BellSouth meets the parity performance requirements for SQM metric P-2: Percentage of Orders Given Jeopardy Notices for ADSL line sharing circuits. The P-2 SQM measures the extent to which BellSouth places orders in jeopardy. The defined standard is parity against retail average. KPMG Consulting reviewed 158 commercial ADSL Line Sharing service orders from January 8, 2001 to May 9, 2001 to determine if BellSouth generated a jeopardy notice when warranted. Ten of the orders were ALEC orders. The remaining 148 orders were Bellsouth.net and excluded from the calculation of this metric. BellSouth generated 0 (0%) jeopardy notices against these 10 installations. BellSouth's retail results during the same time period were 24%.
TVV4-32	BellSouth meets the ADSL line sharing service order percent missed installation appointment parity performance requirement.	Satisfied	BellSouth meets the parity performance requirements for SQM metric P-3: Percent Missed Installation Appointments measures for ADSL line sharing service orders. The P-3 SQM measures the extent to which BellSouth provisions ADSL line sharing service orders for customers by the scheduled due date. The defined standard is parity against retail average. KPMG Consulting reviewed 158 commercial ADSL line sharing service orders from January 8, 2001 to May 9, 2001. Ten were commercial orders. The remaining 148 orders were Bellsouth.net and excluded from the calculation of this metric. All 10 (100%) commercial orders completed on the due date. BellSouth's retail results during the same time period were 100%.
TVV 4-33	Parity exists between ADSL loop qualification information provided to ALECs and BellSouth's retail equivalent.	Satisfied	Parity exists between ADSL loop qualification information provided to ALECs and BellSouth's retail ADSL offering. KPMG Consulting reviewed loop qualification queries on 127 commercial

Test Reference	Evaluation Criteria	Result	Comments
			Florida telephone numbers from June to August 2001. The results were compared to determine if ALECs had access to the same loop qualification data that was available to BellSouth.net. Upon review, KPMG Consulting has determined that parity exists between the loop qualification information provided.
TVV 4-34	BellSouth ADSL Line Sharing Firm Order Confirmation (FOC) messages are consistent with field inputs from ALEC submitted LSRs.	Satisfied	BellSouth ADSL Line Sharing Firm Order Confirmation (FOC) messages are consistent with field inputs from ALEC submitted LSRs. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. KPMG Consulting reviewed 141 commercial FOC messages from June to August 2001 to determine if BellSouth provisioned FOC messages accurately. BellSouth provisioned 141 (100%) FOC messages accurately.
TVV 4-35	Parity exists between ADSL Line Sharing Completion Notices (CN) messages provided to ALECs and BellSouth's retail equivalent.	Satisfied	Parity exists between ADSL Line Sharing Completion Notices (CN) messages provided to ALECs and BellSouth's retail equivalent. KPMG Consulting reviewed both ALEC and BellSouth.net ADSL Line Sharing SOC messages to determine if parity exists between the delivery of the SOC message and actual service activation. KPMG Consulting observed 100 commercial ADSL Line Sharing orders from June to August 2001with an ALEC and 137 ADSL Line Sharing orders with BellSouth.net. 99 (99%) ALEC orders and 137 (100%) BellSouth.net orders were provisioned accurately at the time the CN message was delivered by BellSouth. Although the test percentage is below parity, the statistical evidence is not strong enough to conclude that the performance is below parity with 95% confidence. 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

Test Reference	Evaluation Criteria	Result	Comments
			indicates the chance of observing this result when parity is being met, is 0.422, above the .0500 cut-off for a statistical conclusion of failure
TVV4-36	BellSouth meets the ADSL line sharing service order percentage troubles within 30 days of service order completion parity performance requirement.	Satisfied	BellSouth meets the parity performance requirements for SQM P-9: Percentage Troubles within 30 Days of Service Order Completion for ADSL line sharing service orders. The P-9 SQM measures the quality of services installed, focusing on the percentage of average monthly new order installations that were free of troubles 30 calendar days following installation. The standard is parity against the retail average. KPMG Consulting reviewed a random sample of 150 commercial ADSL line sharing service orders from January 8, 2001 to May 9, 2001 to determine if trouble reports were opened for each circuit provisioned, within 30 days of the Service Order Completion. Five (3.3%) trouble reports were generated within 30 days of the Service Order Completion. BellSouth's retail results for the same time period were 7%.
Unbundled Dark Fiber			
TVV4-37	BellSouth Dark Fiber installations are provisioned according to documented M&Ps.	Satisfied	BellSouth provisions dark fiber installations according to documented M&P tasks. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. KPMG Consulting performed a post-transactional review of all available commercial dark fiber circuits. Nine dark fiber circuits, with a total of 60 tasks, were reviewed from April 1, 2001 to June 30, 2001. BellSouth provisioned 57 tasks (95%) in accordance with BellSouth documented methods and procedures.
TVV4-38	Unbundled Dark Fiber installations are provisioned on the due date	Satisfied	BellSouth provisions dark fiber installation on the due date. In the absence of a documented BellSouth

Test Reference	Evaluation Criteria	Result	Comments
	date.		standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. KPMG Consulting reviewed 9 commercial dark fiber installations to determine if BellSouth provisioned the requested service on the due date. BellSouth provisioned all 9 (100%) commercial dark fiber orders on the due date.
Loss of Line Reporting			
TVV4-39	BellSouth reports ALEC Loss of Line activity accurately.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth reports ALEC Loss of Line activity accurately. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. During initial testing, KPMG Consulting reviewed 736 commercial orders from December 2001 to determine if BellSouth accurately updated the Loss of Line report. BellSouth updated 455 (61.8%) orders accurately within the Loss of Line report. As a result, KPMG Consulting issued Exception 139. BellSouth made changes to their systems to include all lost lines on the CLEC Line Loss Report. During the retest, KPMG Consulting reviewed 5,469 commercial orders from May 2002 to determine if BellSouth accurately updated the Loss of Line report. BellSouth updated 4,744 (87.3%) orders accurately within the Loss of Line report. KPMG Consulting updated Exception 139 to reflect the additional discrepancies found during the retest. Exception 139 remains open.
TVV4-40	BellSouth produces timely ALEC Loss of Line Reports.	Satisfied	BellSouth produces timely ALEC Loss of Line reports. In the absence of a documented BellSouth standard for accuracy of provisioning, KPMG Consulting applied a benchmark of 95%. During initial testing, KPMG Consulting reviewed 455 commercial entries from

Test Reference	Evaluation Criteria	Result	Comments
			December 2001 to determine if BellSouth updated the Loss of Line report in a timely manner. BellSouth updated 323 (71%) commercial entries on the Loss of Line report in a timely manner. As a result, KPMG Consulting issued Exception 158. As a result of this Exception, BellSouth updated the ALEC web site to accurately reflect the time interval for the posting of an entry to the Line Loss Report. Based on the time interval changes, KPMG Consulting analyzed 451 commercial entries from December 2001. BellSouth updated 438 (97%) entries to the Line Loss Report in a timely manner. Based on these results, Exception 158 was closed.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 40 evaluation criteria considered for the Provisioning Verification and Validation (TVV4) test. Twenty-nine evaluation criteria received a satisfied result. Four criteria received a not satisfied result. Seven evaluation criteria remain under test at the time of this draft publication. It is KPMG Consulting's opinion that significant issues remain unresolved in the TVV4 testing area.

VI. Maintenance and Repair Domain Results and Analysis

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A. Test Results: End-to-End M&R Process Evaluation (PPR14)

1.0 Description

The End-to-End Maintenance and Repair (M&R) Process Evaluation (PPR14) assessed the functional equivalence of BellSouth's M&R processing for wholesale and retail trouble reports. The end-to-end M&R process includes all activities from the moment a trouble repair call is received by the repair receipt bureau or a trouble ticket is captured in BellSouth's systems until the same trouble is closed and the customer is notified of the resolution.

Additionally, this test reviewed wholesale and retail process flows and related methods and procedures adhered to by the various BellSouth M&R work centers involved in the end-to-end M&R process. These activities were performed to assess whether there are substantive differences between BellSouth retail and wholesale M&R processes and to identify any differences between the processes practiced in the related work centers.

2.0 Business Process

This section describes BellSouth's M&R end-to-end business process for wholesale and retail work centers.

2.1 Business Process Description

2.1.1 M&R End-to-End Business Process Description – ALEC/Wholesale

Alternative Local Exchange Carriers (ALECs) contact the BellSouth Customer Wholesale Interconnection Network Services (CWINS) Center with M&R concerns. The CWINS Center serves as the single point of contact for ALECs verbally reporting troubles. Alternately, ALECs may initiate trouble reports electronically through the Trouble Analysis Facilitation Interface (TAFI) or the Electronic Communications Trouble Administration (ECTA) gateway.

TAFI is a Telnet protocol that ALECs can access through either a LAN-to-LAN or dial up connection in order to electronically enter trouble reports for non-designed Unbundled Network Element (UNE), UNE-Platform (UNE-P), and Resale circuits. TAFI serves as an interface to the Loop Maintenance Operating System (LMOS). ALECs obtain access to TAFI through their account team and attend TAFI user training sessions. TAFI allows ALECs to create, change, modify, close and check status on reported troubles. TAFI also allows ALECs to view repair history information within each trouble ticket. The CWINS Center assists ALECs with basic questions regarding the use of TAFI; however, the center does not serve as a TAFI user help desk.

ECTA is a high end electronic bonding system that ALECs may access in order to electronically enter trouble reports for both non-designed, designed UNE and Resale circuits. In order to receive ECTA functionality, ALECs must develop a gateway-to-gateway interface with BellSouth. The ECTA gateway interfaces with LMOS for non-designed related services and with the Work Force Administration/Control (WFA/C) system for designed services. Both non-designed and designed UNE circuits are inventoried with serialized circuit numbers rather than telephone numbers. ECTA allows ALECs to create, change, modify, close and check status on reported troubles. ECTA also allows ALECs to view repair history information within each trouble ticket. Although ECTA supports the submission of both non-designed and designed services trouble tickets, most ALECs do not use ECTA to report non-designed services trouble because of the cost associated with the development of this functionality.

For non-designed related services inventoried with a 10-digit telephone number in LMOS, the ALEC using TAFI or ECTA has the ability to perform a Mechanized Loop Test (MLT) without the generation of a trouble report to identify and isolate the fault.

ALEC troubles reported via telephone through the CWINS Center are handled by Electronic Technicians (ETs)[1]. ETs are responsible for (i) identifying the type of trouble and affected network element; (ii) checking the trouble ticket to ensure that it was correctly entered; (iii) initiating an MLT if appropriate; (iv) providing the customer with a commitment for the completion of the repair; and (v) managing the repair process to closure.

Trouble tickets are created in different systems depending on whether they are non-designed or designed service type troubles. Non-designed and UNE-P trouble tickets affecting Plain Old Telephone Service (POTS) circuits are entered into TAFI which serves as the interface to LMOS. Designed trouble tickets for problems affecting Interoffice Facilities (IOF), UNEs, DS1 and DS3 circuits are entered into the WFA/C system. Troubles entered into LMOS are assigned specific handle codes while troubles entered into WFA/C are assigned Major Customer Number (MCP) codes that determine where the trouble ticket will be routed. These codes also enable BellSouth systems to distinguish between wholesale and retail customers and route trouble tickets to differentiated wholesale and retail groups within the Call Receipt Center (CRC).

Dispatch in (DI) troubles are routed through WFA/C to WFA/DI to the Workforce Management Center (WMC) for further trouble isolation, as necessary. The WMC dispatches the ticket to the central office to resolve the reported trouble. Upon repair, the ticket is closed within WFA/DI by the central office or WMC, and routed to the CWINS Center in WFA/C. The CWINS Center closes the trouble ticket in WFA/C and contacts the ALEC for customer notification.

Dispatch Out (DO) trouble reports are electronically delivered via WFA/DO to the WMC, which dispatches an outside technician to resolve the reported trouble. Trouble reports are dispatched on a due date and due time basis with no distinction made between wholesale and retail customer circuits. Troubles are prioritized based on (i) whether or not they are out of service trouble reports, and (ii) on system generated repair commitment dates and times.

ALEC customers may request expedites as well as escalate repair commitment times verbally with the CWINS Center. For troubles that require further investigation, such as an unclear cause of trouble, the ALEC may request a coordinated vendor meet at either a field location or in the central office. When such a request is made, BellSouth sends a technician to meet with the ALEC to locate the cause of the trouble for repair by either organization.

2.1.2 M&R End-to-End Business Process Description – Retail

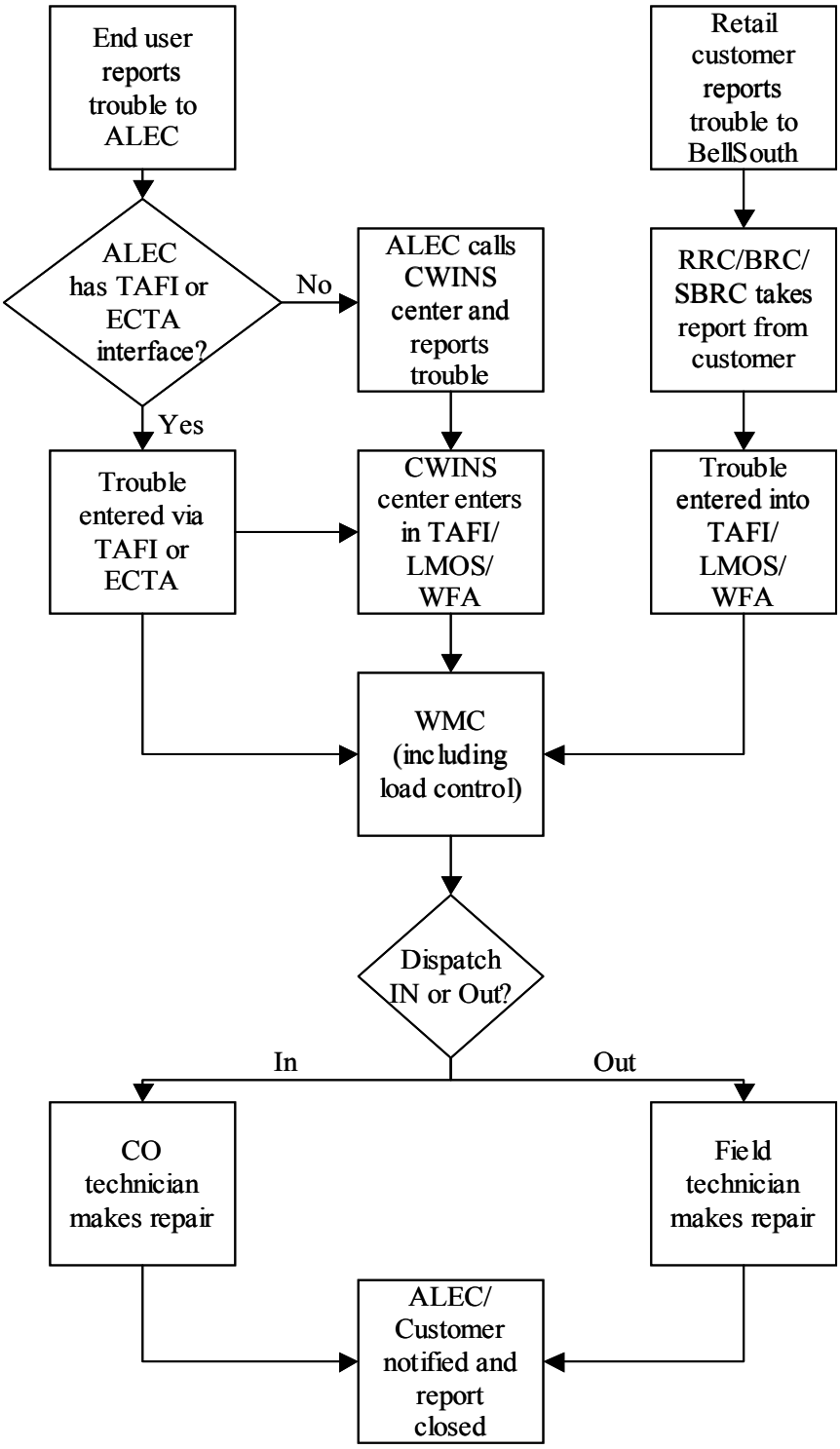
BellSouth residential, large business and small business retail customers report trouble calls to Residence Repair Centers (RRCs), Business Repair Centers (BRCs) and Small Business Telecommunication Centers (SBTCs) respectively. The Customer Service Assistants (CSAs) within the RRCs, Maintenance Administrators (MAs) within the BRCs, and Sales Associates (SAs) within the SBTCs create a repair ticket in either LMOS via TAFI or WFA/C systems. Once a trouble report is entered, the ticket follows the same resolution process as described above for ALEC faults until the matter is resolved.

[1] BellSouth refers to CWINS Center M&R personnel either as ETs or Maintenance Administrators (MAs) depending upon the specific activity performed in the CWINS Center. This final report will refer to all BellSouth CWINS Center M&R personnel as ETs.

The retail business process flow is consistent with the wholesale process flow to escalate and expedite trouble tickets, and to coordinate vendor meets. The retail closure reporting procedure differs slightly from the wholesale procedure. A BellSouth technician notifies the customer directly for retail ticket closure confirmation after completing the closeout. The BellSouth technician notifies the ALEC for wholesale ticket closure confirmation and the ALEC then notifies its customer or end user.

Figure 14-1 illustrates BellSouth's end-to-end M&R process flow for wholesale and retail customers.

Figure 14-1: BellSouth End-to-End Process Flow



3.0 Methodology

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets & Measures

The test target for BellSouth's End-to-End M&R Process Evaluation (PPR14) was retail and wholesale work centers, which included reviews of the following processes and sub-processes:

- End-to-End M&R Process Flow: Resale;
  - Process flow documentation;
  - Process evaluation;
- End-to-End M&R process flow: UNE/UNE-P;
  - Process flow documentation;
  - Process evaluation; and
- Capacity management processes and procedures.

3.3 Data Sources

The data collection performed for this test entailed (i) interviews with and observations of BellSouth retail and wholesale center personnel with direct responsibility and knowledge of the processes and procedures targeted for review, and (ii) reviews of BellSouth end-to-end M&R process documentation for retail and wholesale work centers. Primary sources of documentation reviewed include:

- Trouble reporting procedures;
- Trouble handling procedures;
- Trouble ticket coding procedures;
- Trouble ticket prioritization criteria;
- Trouble analysis and isolation process procedures;
- Trouble ticket dispatch procedures;
- Trouble ticket closing procedures;
- Expedite and escalation procedures;
- Vendor meet procedures;
- Coordinated testing procedures;
- Documentation development and distribution procedures;
- Work center performance reports; and
- Forecasting and scheduling procedures.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

BellSouth end-to-end M&R procedures were reviewed and evaluated according to targets established by KPMG Consulting. The following provides additional detail on the testing methods used to conduct the End-to-End M&R Process Evaluation (PPR14):

- BellSouth interviews – KPMG Consulting conducted on-site interviews with management and staff with direct responsibility for and knowledge of targeted processes at the following retail and wholesale M&R work centers: (i) BRC; (ii) central office; (iii) CWINS Center; (iv) Executive Customer Care Group (ECCG); (v) Load Control Center (LCC); (vi) Regional Force Management Center (RFMC); (vii) RRC; and (viii) SBTC.
- ALEC interviews – KPMG Consulting conducted interviews with ALECs that provide service in the BellSouth operating area and interact on an on-going basis with BellSouth CWINS Centers.
- Observations – KPMG Consulting performed observations of personnel at the work centers outlined above performing trouble processing activities. These observations were conducted in order to identify substantive differences between the processes practiced in the work centers and those processes defined in BellSouth's methods and procedures (M&P) documentation.
- Documentation review – KPMG Consulting conducted a review of process flow documentation, methods and procedures, and performance data related to end-to-end business operations.

The End-to-End M&R Process Evaluation (PPR14) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the End-to-End M&R Process Evaluation (PPR14).

The data collected were analyzed employing the evaluation criteria referenced in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 14-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 14-2.

Table 14-1: PPR14 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	1	4
Total Disposed as of Final Report Date	1	4

Total Remaining Open as of Final Report Date	0	0

Table 14-2: PPR14 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PPR14-1	M&R process flows relating to trouble reporting and handling activities are comparably accessible to BellSouth wholesale and retail work center personnel.	Satisfied	M&R process flows relating to trouble reporting and handling activities are comparably accessible to BellSouth wholesale and retail work center personnel through intranet access. BellSouth wholesale work center personnel have access to M&R method and procedure documentation through an intranet-based document repository called the Corporate Documentation and Information Access (CDIA) system. As procedures change, updates are distributed via email to wholesale and retail center personnel to alert them of the change. The updates are posted on the intranet-based document repositories prior to the implementation of any procedural change. KPMG Consulting reviewed the following BellSouth documents: ♦ Local Operating Procedures: Document and Data Control; ♦ Overview – Maintenance and Repair Process; ♦ Electronic Bonding Network and Carrier Services; ♦ UNE Designed Maintenance Process Flow; and ♦ Call Receipt & Non-Designed Screening – UNE Maintenance. KPMG Consulting found that these documents describe procedures for accessing M&Ps related to trouble reporting and handling activities that are designed to produce equivalent levels of service for both ALECs and retail end user customers. KPMG Consulting observed BellSouth wholesale and retail work center personnel accessing and following M&Ps on the intranet-based document repositories, as defined in the documents above.
PPR14-2	M&R procedures for developing, updating, and distributing documentation related to trouble reporting and handling activities are comparably administered between wholesale and	Satisfied	BellSouth has a dedicated personnel group responsible for developing, updating, improving and distributing M&R process documentation related to trouble reporting and handling activities for wholesale and retail work centers. Additionally, wholesale call receipt centers have a

Test	Evaluation Criteria	Result	Comments
	between wholesale and retail work centers.		process improvement team responsible for recommending new M&R processes. KPMG Consulting reviewed the following BellSouth documents: ♦ Local Operating Procedures: Document and Data Control; ♦ Quality Control Group; and ♦ Resale Maintenance – Quality Inspection Review. KPMG Consulting found that these documents describe the procedures for developing, updating and distributing documentation related to trouble reporting and handling activities. KPMG Consulting also found that this documentation is designed to produce equivalent levels of service for both ALECs and retail end user customers.
PPR14-3	M&R trouble handling activities and processes are comparably administered between wholesale and retail work centers.	Satisfied	BellSouth's M&R trouble handling activities and processes are comparably administered between wholesale and retail work centers. The CWINS Center is responsible for handling trouble reports from wholesale customers. ETs within the CWINS Center use TAFI and LMOS for non-designed tickets and the WFA/C system for designed tickets. Both non-designed and designed trouble tickets are assigned specific codes, which enable BellSouth systems to route the ticket to the dispatch group within the WMC. The RRC, BRC and SBTC are responsible for handling trouble reports from retail customers. CSAs and MAs within these centers use the same processes and operational support systems as the CWINS Center. In addition, both non-designed and designed trouble tickets within these centers are assigned specific codes, which enable BellSouth systems to route the ticket to the dispatch group within the WMC. The WMC is the single point of contact for dispatch in and dispatch out activities for both wholesale and retail work centers and uses comparable trouble handling procedures for wholesale and retail customers. Codes assigned to non-designed trouble tickets enable BellSouth to distinguish between wholesale and retail customers. KPMG Consulting reviewed end-to-end BellSouth process flows for processing wholesale and retail

Test	Evaluation Criteria	Result	Comments
			trouble reports. KPMG Consulting found that once a trouble ticket is submitted into BellSouth's M&R operational support systems, including LMOS and WFA, the M&R trouble resolution process is the same for wholesale and retail work centers. KPMG Consulting reviewed the following BellSouth documents, which describe trouble handling procedures that are designed to produce equivalent levels of service for both ALECs and retail end user customers: ♦ Overview – Maintenance and Repair Process; ♦ The BellSouth Start-Up Guide; ♦ BellSouth Interface Agreements; ♦ Call Receipt & Non-Designed Screening – UNE Maintenance; ♦ Resale Maintenance – Call Receipt; ♦ Electronic Bonding Network and Carrier Services; ♦ Resale Maintenance and Provisioning (Complex and POTS) Index; ♦ Resale Maintenance – Complex and Design: RPVO/RPVI, RPVR; ♦ Resale POTS and Non-Designed Maintenance Screening; ♦ Quality Control Group; and ♦ Resale Maintenance – Quality Inspection Review. KPMG Consulting observed BellSouth retail and wholesale work center personnel process trouble reports. These activities were accurately and consistently performed, as defined in the documents referenced above.
PPR14-4	Customer dispute resolution procedures are comparably administered between wholesale and retail work centers.	Satisfied	Customer dispute resolution procedures are similar and comparably administered between wholesale and retail work centers. When an ALEC representative or retail end user customer reports that service is not of sufficient quality or is down, but no trouble can be identified within the BellSouth network, more in-depth testing and trouble-shooting may be necessary. For wholesale troubles, ALECs are encouraged to ensure that the end user customer's equipment is

Test	Evaluation Criteria	Result	Comments
			not at fault. If the service can be tested remotely, coordinated testing by the BellSouth electronic technician (ET) and the ALEC representative may be sufficient to locate the trouble. If the trouble remains, the ET or ALEC representative may suggest a vendor meet. In such a case, an ALEC technician, a BellSouth technician, and sometimes, a third party technician meet in the field or in the central office to test, troubleshoot, and repair the trouble. For retail troubles, end user customers are encouraged to conduct testing on their own equipment to verify that the trouble is not located on the customer side of the network interface. If the trouble cannot be located, the end user customer is notified of potential trouble isolation charges that may apply, and the ticket is dispatched to an outside technician for repair. In some cases, BellSouth's call receipt personnel may also suggest a vendor meet with the retail customer's equipment vendor to jointly locate, test, and resolve the trouble. KPMG Consulting reviewed the following BellSouth documentation: ♦ Escalation Procedures for the Unbundled Network Element (UNE) Center; ♦ Standard Customer Operations for Regional Excellence Initiative; ♦ Vendor/Joint Meets; ♦ Vendor/Agent Trouble Reporting/Resolution and Joint Testing Procedures fro the BCAC and IMC; ♦ Mechanized Escalation Procedures/Policy/Job Aid; ♦ Network Services Contact Reference Screenshots; ♦ Network Services Regional Escalation Guidelines; ♦ Expedite Procedures Wholesale Services; ♦ BellSouth UNE Center Contacts and Escalation Guide; ♦ Control Office Administration of Special Services Trouble Reports; ♦ Electronic Bonding Network and Carrier

Test	Evaluation Criteria	Result	Comments
			Services; and ♦ Call Receipt & Non-Designed Screening – UNE Maintenance. KPMG Consulting found that this documentation defines trouble ticket dispute resolution procedures, including escalation, coordinated testing and vendor meet procedures that are designed to produce equivalent levels of service for both wholesale and retail customers. KPMG Consulting observed wholesale and retail work center personnel handling customer requests for escalations. These activities were consistently practiced, as defined in the documents referenced above. While conducting refresh interviews, KPMG Consulting found that RRC customers have access to a new escalation resource called the ECCG. The ECCG is responsible for investigating and responding to complaints from the Florida Public Service Commission (FPSC) and executive appeals from RRC customers. KPMG Consulting found that both the ECCG and CWINS center follow dispute resolution procedures that result in equivalent levels of service for both wholesale and retail customers.
PPR14-5	M&R processes for collection and review of center performance data are comparably administered between wholesale and retail work centers.	Satisfied	M&R processes for collection and review of performance data are comparably administered between wholesale and retail work centers through the same operational support systems and documentation. An Automated Call Distributor (ACD) and Operational Support Systems such as LMOS and WFA collect ALEC and retail end user customer trouble performance data. Discrete staff groups consolidate the actual and expected results into reports, which are distributed to center management on a regular basis. This performance data includes the following: <u>Non-Designed Services</u> ♦ Average speed of call answer; ♦ Average receipt-to-pending; ♦ Percentage appointment met; and ♦ Percentage repeat reports.

Test	Evaluation Criteria	Result	Comments
			Designed Services ♦ Average speed of answer (DS0 only); ♦ Average serving bureau time; ♦ Average duration; and ♦ Percentage repeat reports (DS0 only). Through interviews with wholesale and retail work center management, KPMG Consulting identified BellSouth procedures for monitoring and benchmarking center performance and found that these procedures are comparable for both wholesale and retail work centers. KPMG Consulting reviewed the following BellSouth documents: ♦ Standard Customer Operations for Regional Excellence; ♦ Overview – Maintenance and Repair Process; ♦ CWINS Monthly Performance Measurements Reports; ♦ ECCG Complaints Summary; ♦ UNE Reports Page; ♦ UNE Skill Perform Report; and ♦ Sound Financial Judgment. KPMG Consulting reviewed performance reports covering both wholesale and retail M&R work centers and found that the collection and review procedures for M&R performance data are designed to produce equivalent levels of service for both ALECs and retail end user customers.
PPR14-6	Repair intervals are established, prioritized and comparably administered for wholesale and retail customers.	Satisfied	Repair intervals are established, prioritized and comparably administered for wholesale and retail customers by the WMC. The WMC is responsible for meeting standardized repair intervals for both wholesale and retail work centers based upon the existing workload and technician availability. The WMC is the single point of contact for dispatch in and dispatch out activities for both wholesale and retail work centers. KPMG Consulting reviewed the following

Test	Evaluation Criteria	Result	Comments
			BellSouth documents: ♦ Network Services "Dispatch Priority" and "Appointment Strategy"; ♦ Commitments and Appointments in TAFI Overview; ♦ Assigning Business TAFI Commitments; ♦ Overview – Maintenance and Repair Process; ♦ UNE Maintenance Targets; ♦ LMOS ADW Print Screens; ♦ Resale Maintenance – Complex & Designed PP, AP, ATC; ♦ Resale Maintenance – Complex and Design: RPVO/RPVI, RPVR; ♦ Designed Troubles in an RPVO/RPVI Status; ♦ Design Troubles in a PP, AP, or ATC Status; ♦ RPVI Status – Routing Troubles; and ♦ LMOS Codes and Procedures. KPMG Consulting found that this documentation outlines the process for repair intervals for both wholesale and retail customers. KPMG Consulting observed personnel in the wholesale and retail work centers providing standard repair intervals for both wholesale and retail work centers based upon technician availability as communicated by the WMC. These activities were accurately and consistently practiced, as defined in the documents referenced above. While conducting observations, KPMG Consulting found that BellSouth processes for responding to customer requests for earlier appointments in the CWINS Center differed from those in the BRC and SBTC, resulting in a disparity in service between wholesale and retail. As a result, KPMG Consulting issued Exception 35. In response, BellSouth created a standardized process outlining customer requests for earlier appointments, distributed documentation of the new process to wholesale and retail work center personnel, and conducted work center training sessions. KPMG Consulting reviewed the new documentation and observed employees following a standardized

Test	Evaluation Criteria	Result	Comments
			process. KPMG Consulting subsequently closed the exception.
PPR14-7	Processes and procedures for severity coding of trouble tickets is comparably administered between wholesale and retail work centers.	Satisfied	Processes and procedures for severity coding of trouble tickets is comparably administered between wholesale and retail work centers. Both wholesale and retail trouble tickets are categorized as either out-of-service or affecting service trouble. KPMG Consulting reviewed the following BellSouth documentation: ♦ Control Office Administration of Special Services Trouble Reports; ♦ UNE Work Types; ♦ WFA Analysis Codes; ♦ LMOS Codes and Procedures; ♦ Required Criteria for Trouble Receipt; ♦ Quality Control Group; ♦ Resale Maintenance – Quality Inspection Review; ♦ Electronic Bonding Network and Carrier Services; and ♦ Timing of Acceptance, MARCH, Jep & MFC Codes, Completions, and Cancellation Policy. KPMG Consulting found that this documentation defines the processes and procedures for severity coding of trouble tickets. KPMG Consulting observed BellSouth wholesale and retail work center personnel assign severity coding to wholesale and retail troubles. The severity coding was based upon the trouble type and initial test results. These activities were consistently practiced, as defined in the documents referenced above.
PPR14-8	M&R processes for individual performance monitoring activities are comparably administered between wholesale and retail work centers.	Satisfied	The Performance Management Plan (PMP) includes M&R processes for performance-monitoring activities. KPMG Consulting confirmed that both wholesale and retail work centers conduct employee performance reviews on a regular basis. Performance reviews are based upon individual PMPs. The PMP monitors employee performance through statistical data as defined in PPR14-5 above and observations conducted by center

Test	Evaluation Criteria	Result	Comments
			supervisors. KPMG Consulting reviewed the following BellSouth documentation: ♦ Standard Customer Operations for Regional Excellence Initiative; ♦ WMC 2000-2001 Appraisal Plan; ♦ ECCG Executive Escalation Competency; and ♦ ReportCard 2001. KPMG Consulting found that this documentation establishes performance monitoring processes and activities for both retail and wholesale work centers.
PPR14-9	Established processes for evaluating and adjusting resource levels are comparable between wholesale and retail work centers.	Satisfied	Processes for evaluating and adjusting resource levels exist in BellSouth documentation and are applicable to both wholesale and retail. BellSouth wholesale and retail work centers use the ACD and operation support systems such as LMOS and WFA to generate call volume and trouble ticket information. The RFMC gathers volume data and produces forecasts for retail work centers. Wholesale work centers and the WMC handle forecasting needs internally through dedicated resources. Each center uses the forecasts to evaluate and adjust wholesale and retail resource levels. KPMG Consulting reviewed the following BellSouth documentation: ♦ Standard Customer Operations for Regional Excellence Initiative; ♦ Business and Consumer Customer Services: Future Center Design Plan; and ♦ Installation and Maintenance Force Management Plan. KPMG Consulting reviewed performance metric documentation from the ACD system and found that the necessary information to evaluate and adjust resources is captured and comparable between wholesale and retail work centers.

5.0 Parity Evaluation

This section contains the parity evaluation for the End-to-End M&R Process Evaluation (PPR14).

5.1 Overview

In accordance with the Master Test Plan, KPMG Consulting evaluated the functional equivalence of BellSouth's M&R processing for wholesale and retail trouble reports. The evaluation included an end-to-end analysis of BellSouth trouble ticket handling activities and related methods and procedures for wholesale and retail customers.

KPMG Consulting evaluated the following end-to-end M&R sub-process areas: trouble reporting and handling, trouble ticket coding, trouble ticket prioritization, dispute resolution, documentation, performance measurement and capacity management.

The evaluation was performed to identify and assess the differences between BellSouth's wholesale and retail M&R work centers. When KPMG Consulting identified differences between BellSouth's wholesale and retail work centers, KPMG Consulting found that the differences were attributable to variations in customers and products served at the respective centers.

Based on the analysis, KPMG Consulting determined that BellSouth's wholesale and retail end-to-end M&R sub-processes are in parity.

5.2 Method of Analysis

KPMG Consulting conducted interviews with M&R wholesale and retail work center management and staff. The interviewees had direct responsibility for and knowledge of BellSouth end-to-end M&R processes and sub-processes.

KPMG Consulting also conducted observations of wholesale and retail work center personnel performing trouble-processing activities.

Finally, KPMG Consulting conducted a review of process flow documentation, methods and procedures, and performance data related to end-to-end business operations.

5.3 Results

A summary of the results of KPMG Consulting's parity evaluation is presented in Table 14-3 below.

Table 14-3: PPR14 Parity Review

Process Area	Retail M&R Work Centers	Wholesale M&R Work Centers	Parity Evaluation
Trouble Reporting and Handling	The RRC, BRC and SBTC are responsible for handling trouble reports from retail customers. CSAs within the RRC handle trouble receipt for residence and small business customers, while MAs within the BRC handle trouble receipt for business customers. Additionally, testing technicians (TTs) and MAs within the BRC	The CWINS Center is responsible for handling trouble reports from wholesale customers. ETs within the CWINS Center are responsible for trouble receipt, trouble analysis and trouble isolation for wholesale customers. The CWINS Center uses TAFI and LMOS for non-designed tickets, and WFA/C for designed	Trouble reporting and handling within the wholesale and retail work centers are significantly similar. Both the retail and wholesale work centers have dedicated personnel responsible for trouble receipt, trouble analysis and trouble isolation. Additionally, retail and wholesale work centers rely upon the same systems (TAFI, LMOS, WFA and MLT) for trouble ticket receipt, analysis and isolation

Process Area	Retail M&R Work	Wholesale M&R Work	Parity Evaluation
	are responsible for trouble analysis and isolation for business customers. MAs also provide screening for the SBTC when required. Retail work centers use TAFI and LMOS for non-designed tickets, and WFA/C for designed tickets. Additionally, retail work centers rely upon standardized BellSouth testing, account and service order systems to analyze and isolate troubles. For troubles that require a dispatch, retail work centers send trouble tickets to the WMC. MAs within the WMC are responsible for performing further trouble analysis and/or dispatching to the central office or field. Once a retail customer trouble is repaired, the BellSouth technician who performed the repair or the MA within the WMC is responsible for notifying the customer of the repair and closing the ticket within the respective operational support system.	WFA/C for designed tickets. Additionally, the CWINS Center relies upon the same BellSouth testing, account and service order systems to analyze and isolate troubles as retail work centers. For troubles that require a dispatch, trouble tickets are sent via TAFI to the dispatch group within the WMC. MAs within the WMC are responsible for performing further trouble analysis and/or dispatching to the central office or field. Once a designed wholesale customer trouble is repaired, the ET within the CWINS Center is responsible for notifying the ALEC of the repair and closing the ticket within the respective operational support system. For non-designed troubles, the field technician closes the trouble report and notifies the ALEC.	analysis and isolation. While the retail work centers separate their trouble receipt and trouble-testing functions, the CWINS Center has a single resource responsible for performing both functions. Finally, the organization of the WMC as the single point of contact for dispatch in and dispatch out activities for both wholesale and retail work centers ensures comparable trouble handling procedures for wholesale and retail customers.
Trouble Ticket Coding	Retail work centers code trouble tickets based upon service type and trouble. The assigned codes are TAFI, LMOS and WFA/C-system specific. Additionally, both non-designed and designed retail trouble tickets are	Wholesale work centers code trouble tickets based upon service type and trouble. The assigned codes are TAFI, LMOS and WFA/C-system specific. Additionally, both non-designed and designed wholesale trouble tickets	The processes, procedures and systems used for trouble ticket coding within the wholesale and retail work centers are significantly similar. Additionally, both wholesale and retail work centers generate trouble ticket codes enabling BellSouth systems to distinguish between wholesale and retail

Process Area	Retail M&R Work	Wholesale M&R Work	Parity Evaluation
	assigned specific codes, which enable BellSouth systems to route the ticket to the dispatch group within the WMC.	are assigned specific codes, which enable BellSouth systems to route the ticket to the dispatch group within the WMC.	customers and route trouble tickets to the appropriate wholesale or retail screening group for the call receipt center.
Trouble Ticket Prioritization	The WMC is responsible for establishing standardized repair intervals based upon force-to-load modeling. Trouble tickets are handled according to the repair interval set by the WMC. BellSouth operational support systems distinguish between out-of-service and affecting service customer troubles. Out-of-service troubles receive a higher priority than affecting service troubles. Retail work centers handle incoming calls and trouble tickets in the order that they arrive. However, if an emergency exists, such as a medical emergency, retail work centers attempt to prioritize the trouble ticket. In such a case, retail work center personnel record the details of the emergency within the ticket narrative and contact the WMC to notify them of the emergency. In the event that a customer requests an earlier appointment, the retail work centers contact the WMC for approval before providing the customer with an earlier	The WMC is responsible for establishing standardized repair intervals based upon force-to-load modeling. Trouble tickets are handled according to the repair interval set by the WMC. BellSouth operational support systems distinguish between out-of-service and affecting service customer troubles. Out-of-service troubles receive a higher priority than affecting service troubles. Wholesale work centers handle incoming calls and trouble tickets in the order that they arrive. However, if an emergency exists, such as a medical emergency, wholesale work centers attempt to prioritize the trouble ticket. In such a case, wholesale work center personnel record the details of the emergency within the ticket narrative and contact the WMC to notify them of the emergency. In the event that a customer requests an earlier appointment, the wholesale work centers contact the WMC for approval before providing the customer with an earlier appointment.	The processes, procedures and systems used for trouble ticket prioritization within the wholesale and retail work centers are significantly similar. Both the wholesale and retail work centers rely upon the WMC in order to receive standardized repair intervals. Additionally, both the wholesale and retail work centers distinguish between out-of-service and affecting service customer troubles and prioritize these troubles respectively. These centers also prioritize emergency trouble tickets. In the event that a customer requests an earlier appointment, both the wholesale and retail work centers contact the WMC for approval before providing the customer with an earlier appointment.

Process Area	Retail M&R Work	Wholesale M&R Work	Parity Evaluation
	appointment.		
Dispute Resolution	The retail work centers have dedicated resources responsible for handling dispute resolution. CSAs and MAs serve as the first escalation level; supervisors serve as the second escalation level; team leaders serve as the third escalation level; center managers serve as the fourth escalation level; and vice presidents serve as the fifth escalation level. RRCs also have access to the ECCG, which serves as an additional escalation resource. The ECCG is staffed by a group of more experienced CSAs and typically handles residential customers that have experienced missed commitments, chronic troubles or medical emergencies. Retail work centers do not proactively monitor trouble tickets and escalate based upon internal and external system timers. The WMC performs this responsibility based upon internal system timers.	The wholesale work centers have dedicated resources responsible for handling dispute resolution. ETs serve as the first escalation level; network managers serve as the second escalation level; center support managers serve as the third escalation level; directors serve as the fourth escalation level; and operational assistant vice presidents serve as the fifth escalation level. The CWINS Center serves as the single point of contact for wholesale customer escalations. Therefore, wholesale work centers do not have access to an additional escalation resource such as the ECCG. Wholesale work centers proactively monitor wholesale customer trouble tickets and escalate based upon internal and external system timers. Depending upon where the repair process is stagnating, wholesale work center personnel escalate within the wholesale work center, WMC, central office or field. These escalations typically occur to prevent BellSouth from missing repair appointment times.	Both the wholesale and retail work centers have dedicated resources responsible for handling customer disputes. While the retail work center receives assistance from the ECCG in handling customer disputes, the processes and procedures for handling customer disputes within the wholesale and retail work centers are significantly similar.
Performance Measurement	Discrete BellSouth staff groups are responsible for generating and distributing center performance reports to retail work center management.	Discrete BellSouth staff groups are responsible for generating and distributing center performance reports to wholesale work center management. Performance data related to	The procedures and objectives used for performance measurement within the wholesale and retail work centers are significantly similar. Both wholesale and retail work centers collect performance data

Process Area	Retail M&R Work	Wholesale M&R Work	Parity Evaluation
	Performance data related to the handling of retail end user customer troubles are collected by an ACD and operation support systems such as LMOS and WFA/C. Retail work centers are responsible for monitoring individual employee performance on a semi-annual basis. Retail work centers monitor employee performance through statistical data and employee observations.	the handling of wholesale customer troubles are collected by an ACD and operation support systems such as LMOS and WFA/C. Wholesale work centers are responsible for monitoring individual employee performance on a semi-annual basis. Wholesale work centers monitor employee performance through statistical data and employee observations.	from the same systems. Additionally, both wholesale and retail work centers conduct semi-annual employee reviews and use statistical data and employee observations to monitor employee performance.
Capacity Management	The RFMC is responsible for capacity management within the retail work centers. The RFMC is specifically responsible for (i) scheduling non-management personnel, (ii) monitoring and balancing the workload, (iii) forecasting the potential workload, and (iv) assigning overtime as necessary. The RFMC forecasts retail work center workload on an on-going basis. The center relies upon LMOS and WFA/C to collect historical ticket volume data and uses Meridian Max, Nortel Symposium and Lucent G3 to collect historical call data such as call volume, call time and availability. Forecast data generated by the RFMC is inputted into the Employee Scheduling Program	Dedicated internal resources are responsible for capacity management within the wholesale work centers and WMC. These resources are specifically responsible for (i) scheduling non-management personnel, (ii) monitoring and balancing the workload, and (iii) forecasting the potential workload. Center managers and supervisors are responsible for assigning overtime as necessary. The wholesale work centers and WMC forecast center workload on an on-going basis. The centers rely upon WFA/C to collect historical ticket volume data and uses Nortel Symposium to collect historical call data such as call volume, call time and availability. The wholesale work centers and WMC use the forecast data to generate	Despite differences in who is responsible for capacity management, wholesale and retail capacity management processes, procedures and systems used are significantly similar. Both wholesale and retail work centers rely upon similar procedures to forecast center workload and generate employee schedules. Both the wholesale and retail work centers rely upon similar call and ticket systems to generate historical data for forecasting purposes. Additionally, both the wholesale and retail work centers also use forecast data to generate employee schedules.

Process Area	Retail M&R Work	Wholesale M&R Work	Parity Evaluation
	(ESP) and Force Management System (FMS) to generate employee schedules. These schedules are distributed to managers within the retail work centers.	employee schedules. Schedules are provided to employees one month in advance and each schedule covers a 13-week period.	
Documentation	BellSouth retail work center personnel also have access to M&R method and procedure documentation through the general company intranet. BellSouth has a centralized M&P group responsible for updating and improving processes relating to retail work centers. When a new process is introduced, documentation is distributed to retail work center personnel via email to alert them of the change. Additionally, personnel are given the opportunity to provide feedback on the documentation through their supervisors or through email.	BellSouth wholesale work center personnel have access to M&R method and procedure documentation through an intranet-based document repository called the Corporate Documentation and Information Access (CDIA) system. BellSouth has a centralized M&P group responsible for updating and improving processes relating to wholesale work centers. Additionally, managers of the CWINS Centers are part of a process improvement team that is responsible for recommending new M&R processes. When a new process is introduced, documentation is distributed to wholesale work center personnel via email to alert them of the change. Additionally, personnel are given the opportunity to provide feedback on the documentation through their supervisors or through email.	The documentation available to wholesale and retail work center personnel, and the medium through which it is disseminated, are significantly similar. Both wholesale and retail work center personnel have access to corporate documentation online including M&Ps, process flows and job aides. Both wholesale and retail work center personnel receive documentation of new processes electronically. Additionally, both wholesale and retail work center personnel are given the opportunity to provide feedback on all documentation.

5.4 Parity Results Summary

KPMG Consulting determined that BellSouth's wholesale and retail end-to-end M&R sub-processes are in parity.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed in Section 4.1, Table 14-2 above and the number that were satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were nine evaluation criteria considered for the End-to-End Maintenance & Repair Process Evaluation (PPR14). All nine evaluation criteria received a satisfied result.

Since all evaluation criteria are satisfied, KPMG Consulting considers the End-to-End M&R Process Evaluation (PPR14) satisfactory at the time of final report delivery.

B. Test Results: M&R Work Center Support Evaluation (PPR15)

1.0 Description

The Maintenance and Repair (M&R) Work Center Support Evaluation (PPR15) was a operational analysis of the M&R work center processes developed by BellSouth. These processes and procedures provide support to Alternative Local Exchange Carriers (ALECs) with questions, problems, and issues related to wholesale trouble reporting and repair operations. M&R work center processes include creating trouble tickets, managing and monitoring open trouble tickets, resolving troubles, closing trouble tickets, and providing trouble ticket status information. Basic functionality, performance and escalation procedures were evaluated. Additionally, KPMG Consulting interviewed nine ALECs as part of this evaluation.

2.0 Business Process

This section describes BellSouth's M&R work center support business process.

2.1 Business Process Description

2.1.1 Trouble Ticket Handling Activities

BellSouth provides ALECs with M&R support through the Customer Wholesale Interconnection Network Services (CWINS) Center. Maintenance Administrators (MAs) and Electronic Technicians (ETs) at the center are responsible for taking trouble reports, performing trouble isolation and testing analysis, and dispatching trouble reports to the appropriate BellSouth group if the report cannot be cleared within the center.

The CWINS Center records and responds to ALEC questions regarding trouble tickets for all nine states in the BellSouth operating area. The CWINS Center serves as the primary point of contact for ALEC reported troubles and is accessible to ALECs 24 hours a day, seven days a week, 365 days a year. The CWINS Center has three locations: (i) Birmingham, Alabama, (ii) Duluth, Georgia, and (iii) Fleming Island, Florida. The CWINS Center is responsible for handling troubles for both non-designed and designed services[2]. Non-designed services consist of Plain Old Telephone Service (POTS) while designed services consist of DS1 and DS3 services. The CWINS Center in Birmingham, Alabama handles Unbundled Network Element (UNE) customers reporting non-designed and designed troubles in addition to Local Number Portability (LNP) troubles; the CWINS Center in Duluth, Georgia handles Resale and UNE customers reporting non-designed and designed troubles; and the CWINS Center in Fleming Island, Florida handles UNE customers reporting designed troubles.

The business processes are identical for all three CWINS Centers and all operate according to the same methods and procedures (M&P). CWINS Center work functions are separated into groups according to the state in which the ALEC operates. This enables BellSouth personnel to access support systems and interface with ALECs that in many cases provide service to customers in a single state. In situations where an ALEC offers service in multiple states, the CWINS Center takes troubles for the entire BellSouth area where the ALEC provides service.

ALECs report troubles by using one of the following three methods:

[2] BellSouth refers to non-designed services as SL1 services and designed services as SL2 services.

- Connect to the Trouble Analysis Facilitation Interface (TAFI). TAFI is a Telnet protocol that ALECs can access through either a LAN-to-LAN or dial up connection to electronically enter trouble reports for non-designed UNE and Resale circuits. TAFI serves as an interface to the Loop Maintenance Operating System (LMOS), the legacy system used to open, screen, hand off and close non-designed service trouble tickets. ALECs obtain access to TAFI through their account team and attend TAFI user training sessions. TAFI allows ALECs to create, change, modify, close and check status on reported troubles. TAFI also allows ALECs to view repair history information within each trouble ticket. The CWINS Center assists ALECs with basic questions regarding the use of TAFI; however, the center does not serve as a TAFI user help desk.
- Connect to the Electronic Communications Trouble Administration (ECTA) system. ECTA is a high end electronic bonding system that ALECs may access to electronically enter trouble reports for both non-designed and designed UNE and Resale circuits. To receive ECTA functionality, ALECs must develop a gateway-to-gateway interface with BellSouth. The ECTA gateway interfaces with LMOS for non-designed related services and with the Work Force Administration/Control (WFA/C) system for designed services[3]. Both non-designed and designed UNE and Resale circuits are inventoried with serialized circuit numbers rather than telephone numbers. ECTA allows ALECs to create, change, modify, close and check status on reported troubles. ECTA also allows ALECs to view repair history information within each trouble ticket. Although ECTA supports the submission of both non-designed and designed services trouble tickets, most ALECs do not use ECTA to report non-designed services trouble due to the cost associated with the development of this system.
- Call the CWINS Center directly.

All calls coming into the CWINS Center are logged in an Automatic Call Distributor (ACD), which captures call metrics including the time and duration of each call. MAs and ETs within the center log each trouble report into the appropriate BellSouth system. MAs within the CWINS Center utilize TAFI to report non-designed service trouble and ETs within the CWINS Center utilize WFA/C to report designed service trouble. Both TAFI and WFA/C assign a tracking number to each trouble ticket.

The MA or ET receiving the call verifies that the ALEC owns the account for which they are making a report by viewing the Major Customer Number (MCN) code, which is unique to each ALEC. Since ALECs have access only to their own accounts, the MA or ET does not take the report if the caller is not an authorized user for the account. Once the account is verified, the MA or ET logs relevant customer information and a description of the problem in either TAFI or WFA/C depending upon the type of trouble.

Once an ALEC has reported a trouble, MAs and ETs attempt to diagnose the cause of each trouble through testing. MAs access TAFI and review automated test results for non-designed troubles while ETs use automated BellSouth systems to access circuits and perform testing[4]. If the diagnosis is successful, and trouble is identified, TAFI or WFA/C categorize the trouble ticket by the type of trouble and provide dispatch recommendations based upon guidelines built into the

[3] WFA/C is a legacy system used for the creation, handoff and closing of designed service trouble tickets.

[4] ETs receiving trouble reports are responsible for performing manual testing isolation and trouble analysis for designed troubles in addition to taking trouble reports. MAs receiving trouble reports are only responsible for reviewing automated test results for non-designed troubles in addition to taking trouble reports. In the event that TAFI cannot identify a fault through automated testing, additional manual testing for non-designed troubles is necessary as described below.

system. The MA or ET accepts the recommendation and the system routes the trouble to the appropriate center and group for correction. Should the ALEC desire a different action, the MA or ET can manually route the trouble at the ALEC's request. Additionally, MAs and ETs resolve ALEC troubles entered directly through BellSouth systems when the system does not have a rule to route the trouble to another group responsible for resolution.

Non-designed troubles that cannot be resolved by TAFI require human intervention. If the system cannot clearly identify the fault and the MA is unable to identify the problem, the MA routes the trouble to the "Pending Screen" in LMOS. The trouble is then routed to a different group of MAs whose responsibility is to conduct detailed testing and trouble analysis. Once a trouble ticket is routed to the Pending Screening status, the MA who performs detailed testing and trouble analysis becomes responsible for the trouble ticket and communicating with the ALEC. The original MA who received the incoming call is no longer responsible for communicating with the ALEC. This enables the MAs responsible for call intake to assist other ALECs while other MAs perform detailed testing.

In the event of an established cable failure on the reported line, a cable failure flag and estimated clear time is displayed on the screen. The MA advises the ALEC of the condition and provides a commitment time based on the estimated clearing time of the cable failure. Identification and monitoring of cable failures is performed by down-stream work centers such as the Work Management Center (WMC) and not by the CWINS Center.

Should testing determine that the trouble report requires routing to the WMC for dispatch to the central office or to a field technician, a tracking number is assigned to the trouble ticket. Non-designed trouble tickets are assigned a numeric tracking number in LMOS called the trouble ticket number (TTN). Should the ALEC be unable to provide the LMOS-generated TTN, the MA can identify the TTN by the customer telephone number in cases involving BellSouth telephone numbers. Designed trouble tickets are assigned an alpha-numeric tracking number in WFA/C. If the ALEC is unable to provide a WFA/C-generated tracking number, the ET would need the circuit identification number to identify the trouble report.

Test results and instructions provided by the CWINS Center determine whether a trouble report should be "dispatched in" to a central office or "dispatched out" to a field technician. ALECs are advised of the decision and provided a commitment time for trouble repair. Non-designed commitment times are based upon information provided by the WMC while designed commitment times are based upon the type of circuit reported (DS1, DS3, etc.).[5] The WMC is responsible for maintaining non-designed commitment times according to the center's work force management, which requires the center to evaluate the amount of work that can be taken for any given time period based on number of technicians available and work volume. The center inputs commitment times into LMOS on an on-going basis based upon technician availability and work volume. When an ALEC reports a non-designed trouble and an MA generates a trouble report in TAFI, TAFI interfaces with LMOS to receive the next available commitment time from LMOS.

The CWINS Center is responsible for providing ALECs with status updates based upon ALEC request. For non-design tickets, the MA enters the TTN in LMOS to identify the trouble report. The MA reviews the Intermediate Status Code (IST) to determine the ticket status and reports the status to the ALEC. For design tickets, the ET enters the ticket number in WFA/C to identify the

[5] When an MA enters a trouble report in TAFI, non-designed commitment times are automatically generated within TAFI based upon commitment times entered in LMOS by the WMC. When an ET enters a trouble report in WFA/C, designed commitment times are generated within WFA/C based upon the type of circuit (DS1, DS3, etc.) reported.

trouble report. The ET reviews the WFA/C status log to identify the status of the repair. After providing the repair history to the ALEC, the ET logs the details of the call in the WFA/C trouble ticket status log.

The process for closing reports prior to dispatch is based on the outcome of the trouble found. Generally, the differences are:

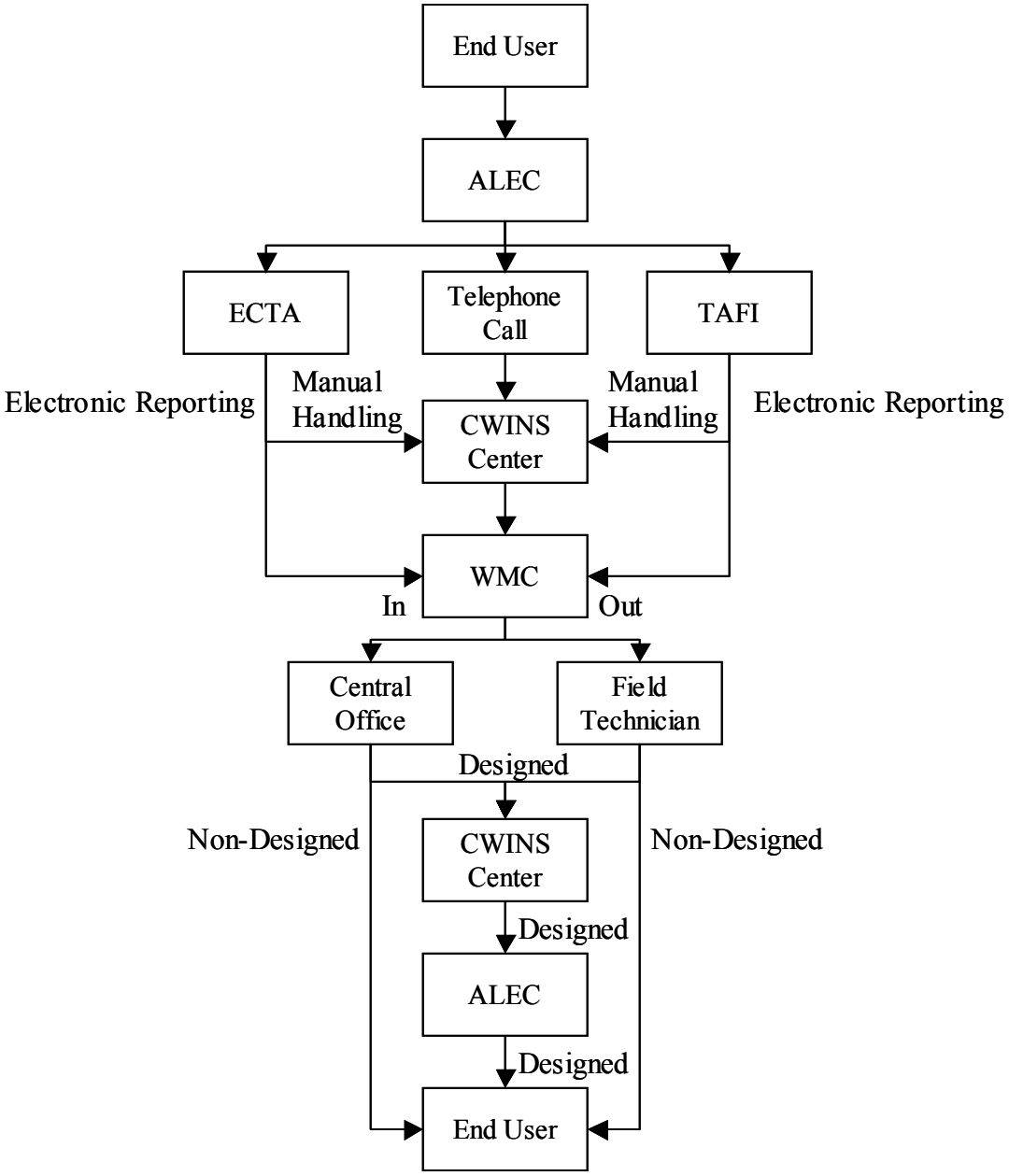
- The CWINS Center is responsible for ensuring ticket closeout. For designed troubles, a central office or field technician contacts the CWINS Center to report the trouble resolution or test results once the repair is performed. The ET within the CWINS Center then retests the line to verify the resolution while the technician remains on the line. Upon retest, the ET records the resolution within the WFA/C ticket status log and performs a post-repair quality check to validate circuit integrity. Additionally, the ET categorizes the trouble ticket based upon the trouble type and trouble location. The ET then calls the ALEC to report the resolution and to obtain acceptance in order to restore the ticket. If acceptance is obtained, the ET closes the ticket in WFA/C. If the ET is unable to contact the ALEC, or the ALEC does not provide permission to close the ticket, the ET will place the ticket on delayed maintenance status and hold the ticket for 24 hours. Within this time frame, calls are made to the ALEC to obtain permission to close. If the ET is unable to reach the ALEC within 48 hours of the repair, the trouble ticket is closed.
- For non-designed troubles that are dispatched in or out, the central office technician or field technician completes the repair, notifies the ALEC end user of the repair and closes the trouble ticket in LMOS.
- For non-designed troubles, if the MA determines there is no fault on the line, the report is closed out as Front End Close Out (FECO).
- Should the ALEC report a service or item they do not have on their record, they are advised to contact the business office to order the desired item.
- If the ALEC decides to cancel a ticket after a trouble report has been completed in TAFI or WFA/C, the MA or ET closes the report in TAFI or WFA/C with a specific closeout code denoting the ALEC request[6]. In such a case, the information previously input is not considered a measurable report.

Trouble on newly completed service orders may be complicated because the customer record in LMOS, which takes 24 hours or longer to build, may not yet be in the system. In this situation, the MA looks at order systems to view the order and obtain the necessary information to build a Message Report (MR). Once the MA builds the MR, a trouble ticket is sent for repair.

The directional arrows in Figure 15-1 below, illustrate the flow of trouble information between the following organizations: (i) ALECs, (ii) CWINS Center, (iii) WMC, and (iv) other BellSouth entities such as central offices and field technicians.

[6] Trouble reports recorded in LMOS and WFA/C cannot be deleted or altered. Additional information added to a trouble ticket, such as information added to the WFA/C status log, is time stamped and cannot be deleted or altered.

Figure 15-1: CWINS Process Flow



2.1.2 Escalation Procedures

Two types of escalations exist within the CWINS Center: internal and external. Internal escalation occurs when a trouble ticket commitment time is in jeopardy. External escalation occurs when the reporting ALEC calls to dispute a trouble ticket or report a medical, fire or police emergency.

There are several levels of escalation within the CWINS Center, including escalation to the MA or ET, network manager, center support manager, director, and operations assistant vice president. BellSouth provides ALECs with documentation outlining the levels of escalation and related contact details. This information is available to ALECs on BellSouth's website.

MAs and ETs within the CWINS Center are responsible for handling escalations for both designed and non-designed service troubles. When an ALEC requests an escalation, the MA or ET notes the request in the WFA/C or LMOS status log and contacts the appropriate BellSouth personnel. The MA or ET is responsible for monitoring the escalation, keeping the ALEC updated of status, logging escalation status updates, and recording escalation trouble history within the WFA/C and LMOS status logs. The MA or ET also notifies the ALEC of completion by following the regular trouble ticket closeout and notification procedures described in Section 2.1.1 above.

2.1.3 Expedite Procedures

BellSouth is responsible for handling customer requests for earlier commitments, which are referred to as expedite requests[7].

When a wholesale customer requests an earlier repair commitment, call receipt personnel are responsible for attempting to persuade the customer to accept the original commitment. If call receipt personnel are unable to maintain the original commitment, and field dispatch is required, call receipt personnel must contact the WMC and request an earlier commitment on behalf of the customer. The WMC is responsible for approving and providing an earlier commitment if possible, based upon force-to-load modeling. The WMC then communicates the earlier commitment to the call receipt personnel who in turn communicate it back to the customer.

2.1.4 Joint Meet and Coordinated Testing Procedures

When an ALEC reports a trouble indicating that service is not of sufficient quality or is unavailable, but no BellSouth network trouble is identified, a coordinated effort may be necessary to resolve the trouble.

If the service can be tested remotely, coordinated testing may be sufficient. Typically, the ALEC, a BellSouth MA or ET, and a third party vendor remotely test the service to locate and identify the trouble.

If remote access is not available, the MA or ET or ALEC may suggest a third party vendor meeting to resolve the trouble. When this occurs, a BellSouth technician, an ALEC technician, and a third party technician, if applicable, meet in the field or in the central office to test, troubleshoot, and repair the trouble.

BellSouth requests at least 24-hours of advance notification from the ALEC of a joint meet request.

If the ALEC initially requests a joint meet, the CWINS Center MA or ET creates a trouble ticket following the standard trouble ticket generation process described in section 2.1.1 above, and notes the request in the narrative section of WFA/C or LMOS. The WMC receives notification of the vendor meet from the trouble ticket generated within the CWINS Center.

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[7] BellSouth differentiates between appointments and commitments. Definitions and expedite procedures for appointments and commitments are outlined in the "Appointments and Commitments in TAFI Overview" documentation for non-designed troubles.

Joint meet trouble tickets are closed, and the ALEC is notified following the standard trouble ticket closeout and notification procedures described in Section 2.1.1 above.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target was BellSouth's work center support functions, which included reviews of the following process areas and sub-processes:

- Call Processing;
  - Call answer;
  - Call logging;
  - Prioritization;
- Problem Tracking and Resolution;
  - Documentation;
  - Identify and resolve;
  - Track problem;
  - Log status and close;
  - Notify customer;
- Expedite/Escalation Procedures;
  - Documentation;
  - Call answer;
  - Escalation logging;
  - Identify and resolve;
  - Log status and close;
  - Notify customer;
- Work Center Procedures;
- Joint Meet Procedures;
  - Process documentation;
  - Notification procedures;
- Coordinated Testing;
  - Process documentation;

- Notification procedures;

- Manual Handling – Resale;
- Manual Handling – UNE / UNE Platform; and
- Capacity Management.

3.3 Data Sources

The data collection performed for this test entailed (i) interviews with CWINS Center management, (ii) direct observations of CWINS personnel; and (iii) review of BellSouth M&R work center support documentation for wholesale services. Primary sources of documentation include:

- The BellSouth Start-Up Guide;
- Overview – Maintenance & Repair Process;
- Control Office Administration of Special Services Trouble Reports;
- Business and Consumer Customer Services: Future Center Design Plan;
- Standard Customer Operations for Regional Excellence Initiative;
- CLEC Requirements for Unbundled Loops; and
- BellSouth interface agreements.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

BellSouth M&R work center procedures were reviewed and evaluated according to targets established by KPMG Consulting. The following provides additional detail on the testing methods used to conduct the M&R Work Center Support Evaluation (PPR15):

- BellSouth Interviews – KPMG Consulting conducted on-site interviews with management and personnel with direct responsibility and knowledge of targeted processes in the Birmingham, Alabama, Duluth, Georgia, and Fleming Island, Florida CWINS Centers.
- ALEC Interviews – KPMG Consulting conducted interviews with ALECs that provide service in the BellSouth operating area and interact on an on-going basis with BellSouth CWINS Centers.
- Observations – KPMG Consulting conducted observations of CWINS personnel performing trouble processing activities in order to identify if differences between the processes practiced in the CWINS Center and those processes defined in BellSouth's M&P documentation exist.
- Documentation Review – KPMG Consulting conducted a review of process flow documentation, M&Ps, and performance data related to CWINS Center business operations.

The M&R Work Center Support Evaluation (PPR15) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These

evaluation criteria provided the framework of norms, standards, and guidelines for the M&R Work Center Support Evaluation (PPR15).

The data collected were analyzed employing the evaluation criteria defined in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 15-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 15-2.

Table 15-1: PPR15 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	0	1
Total Disposed as of Final Report Date	0	1
Total Open as of Final Report Date	0	0

Table 15-2: PPR15 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PPR15-1	M&R work center responsibilities and activities are defined and documented.	Satisfied	KPMG Consulting verified that specific responsibilities and activities of the CWINS Center are defined and documented. CWINS Center personnel have access to M&P documentation through an intranet-based document repository called the Corporate Documentation Information Access (CDIA) database. BellSouth has a dedicated group responsible for creating, updating and maintaining CWINS Center M&P documentation. The CWINS Center has a process improvement team responsible for recommending the creation of new M&Ps. As procedures change, updates are distributed via email to CWINS Center personnel to alert them of the change. Updates are posted on the CDIA prior to implementation of any procedural change. KPMG Consulting reviewed the following BellSouth documentation: ♦ BellSouth Telecommunications Job Briefs and Qualifications: Electronic Technician; ♦ Roles and Responsibilities: Job Descriptions;

Test Reference	Evaluation Criteria	Result	Comments
			♦ WMC-UNE Group Methods & Procedures; ♦ Overview – Maintenance and Repair Process; ♦ UNE Designed Maintenance; ♦ Maintenance – Call Receipt; ♦ The BellSouth Start-Up Guide; ♦ BellSouth Interface Agreements; ♦ UNEC – Maintenance Process; ♦ Call Receipt & Non-Designed Screening; ♦ Electronic Bonding Network and Carrier Services; ♦ Resale Maintenance & Provisioning (Complex and POTS) Index; and ♦ Resale Maintenance – Call Receipt. KPMG Consulting found that these documents define CWINS Center personnel responsibilities and activities.
PPR15-2	M&R work centers answer calls in a timely manner.	Satisfied	KPMG Consulting verified that the CWINS Centers use an ACD to (i) answer and distribute calls, and (ii) produce center and employee performance metrics. The CWINS Center uses average speed of answer to measure the quality of service provided by the MAs and ETs, and use an average queue time of 45 seconds per call as the performance target. Message boards at the CWINS Centers with both audio and visual capabilities alert MAs and ETs of calls in queue. To ensure the timely assignment of work, the CWINS Center uses average receipt to pending time; this measures the time interval between when the center receives a trouble ticket and when it routes the trouble ticket to the appropriate center for repair. The internal BellSouth performance target for this measurement is one hour. KPMG Consulting observed CWINS Center personnel answer incoming calls in accordance with the quality target metrics outlined above. KPMG Consulting reviewed the following BellSouth documentation: ♦ Overview – Maintenance and Repair Process; and

Test Reference	Evaluation Criteria	Result	Comments
			♦ CWINS Monthly Performance Measurements Report. KPMG Consulting found that these documents adequately outline performance targets for the CWINS Center. KPMG Consulting also reviewed CWINS Center performance reports for a three month period and found that the CWINS Centers met center performance targets for average speed of answer and average receipt to pending.
PPR15-3	M&R work centers have call logging procedures.	Satisfied	KPMG Consulting verified that incoming calls are logged by the ACD, which measures the receipt time, speed of answer, average queue time, receipt to pending and duration of each call. These metrics are used for daily and monthly reports. KPMG Consulting reviewed the following BellSouth documentation: ♦ Overview – Maintenance and Repair Process; ♦ Maintenance Call Receipt; ♦ Call Receipt & Non-Designed Screening; ♦ Electronic Bonding Network and Carrier Services; ♦ Resale Maintenance & Provisioning (Complex and POTS) Index; ♦ Resale Maintenance – Call Receipt; and ♦ LMOS Codes and Procedures. KPMG Consulting found that these documents outline call logging procedures for the CWINS Center. KPMG Consulting observed BellSouth CWINS Center personnel processing trouble reports. These activities were accurately and consistently performed, as defined in the documents referenced above.
PPR15-4	M&R work centers prioritize and categorize calls.	Satisfied	KPMG Consulting verified that trouble reports are coded by type of trouble (categories), and when required, priority is assigned. Trouble tickets are prioritized based upon factors including out-of-service versus affecting service trouble; business versus residential customer; and commitment times. Trouble tickets associated with police, fire or medical emergencies receive priority

Test Reference	Evaluation Criteria	Result	Comments
			handling. KPMG Consulting reviewed the following BellSouth documentation: ♦ Network Services "Dispatch Priority" and "Appointment Strategy"; ♦ Commitments and Appointments in TAFI Overview; ♦ Assigning Business TAFI Commitments; ♦ Overview – Maintenance and Repair Process; ♦ Electronic Bonding Network and Carrier Services; ♦ Control Office Administration of Special Services Trouble Reports; ♦ WFA Analysis Codes; ♦ LMOS Codes and Procedures; ♦ UNE Work Types; ♦ Design Troubles in a PP, AP, or ATC Status; ♦ Resale Maintenance – Complex & Design: RPVO/RPVI, RPVR ET Procedures; ♦ Designed Troubles in RPVO/RPVI Status; and ♦ RPVI Status – Routing Troubles. KPMG Consulting found that these documents outline trouble type categories and prioritization criteria for the CWINS Center. KPMG Consulting observed BellSouth CWINS Center personnel categorize and prioritize trouble tickets. These activities were accurately and consistently performed, as described in the documents referenced above.
PPR15-5	Problem tracking and resolution M&Ps are documented.	Satisfied	KPMG Consulting verified that M&Ps for problem tracking and resolution within the CWINS Center are documented in the CDIA database and BellSouth intranet. KPMG Consulting reviewed the following BellSouth documentation: ♦ Overview – Maintenance and Repair Process; ♦ UNE Designed Maintenance; ♦ Electronic Bonding Network and Carrier

Test Reference	Evaluation Criteria	Result	Comments
			Services; ♦ Resale Maintenance & Provisioning (Complex and POTS) Index; ♦ Design Troubles in a PP, AP, or ATC Status; ♦ Designed Troubles in HDC, HDD, or HDX Status; ♦ Resale Maintenance – Complex & Design: RPVO/RPVI, RPVR ET Procedures; ♦ Designed Troubles in RPVO/RPVI Status; and ♦ RPVI Status – Routing Troubles. KPMG Consulting found that these documents outline problem tracking and resolution procedures for the CWINS Center.
PPR15-6	M&R work centers identify and resolve problems in a timely manner.	Satisfied	KPMG Consulting observed MAs and ETs in the CWINS Center identify and resolve ALEC problems in a timely manner. BellSouth uses the following internal performance standards to ensure that problems are identified and resolved in a timely manner[8]: <u>Non-Designed</u> ♦ Average receipt to pending: < 1 Hour; ♦ Average receipt to closure: < 24 Hours; ♦ Percentage appointments met: > 90%; and ♦ Percentage repeat reports: < 13%. <u>Designed</u> ♦ Average serving bureau (DS0): < 1.8 Hours; ♦ Average serving bureau (DS1): < 1 Hour; ♦ Average duration (DS0): < 24 Hours; ♦ Average duration (DS1): < 4 Hours; and ♦ Percentage repeat reports (DS0 only): < 19%. KPMG Consulting reviewed CWINS Center performance reports for a three month period and found that the CWINS Center met the internal

[8] BellSouth defines trouble identification and resolution performance targets for the CWINS Center in the following documentation: CWINS Monthly Performance Measurements Report; UNE Reports Page; UNE Maintenance Targets; Overview – Maintenance and Repair Process; Call Receipt & Non-Designed Screening; and Resale Maintenance: Quality Inspection Review.

Test Reference	Evaluation Criteria	Result	Comments
			performance targets as defined above.
PPR15-7	M&R work centers track problems through resolution.	Satisfied	KPMG Consulting verified that trouble ticket information, create time, condition, duration and close time are tracked using both LMOS and WFA/C systems. Reports are available on demand. KPMG Consulting reviewed the following BellSouth documentation: ♦ Overview – Maintenance and Repair Process; ♦ UNE Designed Maintenance; ♦ Electronic Bonding Network and Carrier Services; ♦ Resale Maintenance & Provisioning (Complex and POTS) Index; ♦ Design Troubles in a PP, AP, or ATC Status; ♦ Designed Troubles in HDC, HDD, or HDX Status; ♦ Resale Maintenance – Complex & Design: RPVO/RPVI, RPVR ET Procedures; ♦ Designed Troubles in RPVO/RPVI Status; and ♦ RPVI Status – Routing Troubles. KPMG Consulting found that these documents outline problem tracking and resolution procedures for the CWINS Center. KPMG Consulting verified that this documentation is available to CWINS Center personnel on the CDIA and BellSouth intranet. KPMG Consulting observed BellSouth CWINS Center personnel tracking problems through resolution. These activities were accurately and consistently performed, as described in the documents referenced above.
PPR15-8	M&R work centers log status updates and close tickets.	Satisfied	KPMG Consulting verified that trouble ticket status and close information, as well as trouble history, is logged and recorded using both LMOS and WFA/C systems. KPMG Consulting reviewed the following documentation: ♦ Overview – Maintenance and Repair Process; ♦ Call Receipt & Non-Designed Screening; ♦ UNE Designed Maintenance;

Test Reference	Evaluation Criteria	Result	Comments
			♦ Electronic Bonding Network and Carrier Services; ♦ Control Office Administration of Special Services Trouble Reports; ♦ Resale Maintenance & Provisioning (Complex and POTS) Index; and ♦ Resale Maintenance – Call Receipt. KPMG Consulting found that these documents outline BellSouth CWINS Center procedures for logging status updates and closing trouble tickets. KPMG Consulting observed BellSouth CWINS Center personnel logging status updates and closing trouble tickets. These activities were accurately and consistently performed, as described in the documents referenced above.
PPR15-9	M&R work centers notify ALEC customers of closure postings.	Satisfied	KPMG Consulting verified that CWINS Center personnel notify ALEC customers of trouble ticket closures. KPMG Consulting reviewed the following BellSouth documentation: ♦ Overview – Maintenance and Repair Process; ♦ Call Receipt & Non-Designed Screening; ♦ UNE Designed Maintenance; ♦ Electronic Bonding Network and Carrier Services; ♦ Control Office Administration of Special Services Trouble Reports; ♦ Resale Maintenance & Provisioning (Complex and POTS) Index; ♦ Resale Maintenance – Call Receipt; ♦ Design Troubles in a PP, AP, or ATC Status; ♦ Resale Maintenance – Complex & Design: RPVO/RPVI, RPVR ET Procedures; ♦ Designed Troubles in RPVO/RPVI Status; and ♦ RPVI Status – Routing Troubles. KPMG Consulting found that these documents outline BellSouth CWINS Center procedures for notifying ALEC customers of trouble ticket closures.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting observed MAs and ETs in the CWINS Center use BellSouth's mechanized systems to close trouble tickets when applicable. In each instance, the MAs and ETs notified the ALEC of the closure and provided them with the appropriate information. These activities were accurately and consistently performed, as described in the documents referenced above. KPMG Consulting also observed instances in which the trouble was dispatched to a technician who notified the ALEC with closure information. These activities were accurately and consistently performed, as described in the documents referenced above.
PPR15-10	M&R work centers adhere to documented M&Ps outlining escalation and expedite procedures.	Satisfied	KPMG Consulting verified that CWINS Center adheres to documented M&Ps outlining escalation and expedite procedures. KPMG Consulting reviewed the following BellSouth documentation: ♦ Escalation Procedures for the Unbundled Network Element (UNE) Center; ♦ Mechanized Escalation Procedures / Policy / Job Aids; ♦ Network Services Contact Reference Screenshots; ♦ Network Services Regional Escalation Guidelines; ♦ Expedite Procedures Wholesale Services; ♦ Commitments and Appointments in TAFI Overview; ♦ Assigning Business TAFI Commitments; ♦ Electronic Bonding Network and Carrier Services; and ♦ Control Office Administration of Special Services Trouble Reports. KPMG Consulting found that these documents outline BellSouth CWINS Center procedures for escalating and expediting trouble tickets. KPMG Consulting verified that this documentation is available to CWINS Center personnel on the CDIA database. KPMG Consulting observed BellSouth CWINS Center personnel escalating and expediting trouble

Test Reference	Evaluation Criteria	Result	Comments
			tickets. These activities were accurately and consistently performed, as described in the documents referenced above.
PPR15-11	M&R work centers answer escalation and expedite calls in a timely manner.	Satisfied	KPMG Consulting verified that the CWINS Center uses speed of answer to measure the quality of service provided by personnel for both escalation and expedite calls. The center uses an average queue time of 45 seconds per call as its quality standard for both escalation and expedite. The CWINS Center receives escalation calls when an ALEC calls to dispute a trouble ticket or report a medical, fire or police emergency. The CWINS Center receives expedite calls when an ALEC calls to request an earlier appointment on behalf of the end user. KPMG Consulting reviewed the following BellSouth documentation: ♦ Escalation Procedures for the Unbundled Network Element (UNE) Center; ♦ Control Office Administration of Special Services Trouble Reports; ♦ Mechanized Escalation Procedures / Policy / Job Aids; and ♦ Electronic Bonding Network and Carrier Services. KPMG Consulting found that these documents outline escalation and expedite response time standards for the CWINS Center and WMC. KPMG Consulting observed BellSouth CWINS Center and WMC handle escalations and expedites in a timely manner as defined in the internal documentation referenced above.
PPR15-12	M&R work centers log, identify, and resolve escalation and expedite requests.	Satisfied	KPMG Consulting observed personnel at the CWINS Center (i) identify escalations and expedites (ii) log associated information in the appropriate system; LMOS for non-designed service troubles and WFA/C for designed circuit troubles, and (iii) contact the WMC for new appointment times. If an ALEC escalates or expedites a trouble either during the reporting process or after the fact, an MA or ET within the CWINS Center handles it. Depending on the escalation level, the MA or ET either contacts the WMC directly or informs their

Test Reference	Evaluation Criteria	Result	Comments
			supervisor who contacts the WMC for a decision. KPMG Consulting reviewed the following BellSouth documentation: ♦ Escalation Procedures for the Unbundled Network Element (UNE) Center; ♦ Network Services Contact Reference Screenshots; ♦ Network Services Regional Escalation Guidelines; ♦ Commitments and Appointments in TAFI Overview; ♦ Assigning Business TAFI Commitments; and ♦ Control Office Administration of Special Services Trouble Reports. KPMG Consulting found that these documents outline problem escalation and expedite identification and resolution procedures for the CWINS Center and WMC. KPMG Consulting observed BellSouth CWINS Center and WMC identify and resolve escalations and expedites. These activities were accurately and consistently performed, as defined in documents referenced above.
PPR15-13	M&R work centers log status and closure of escalation and expedite requests.	Satisfied	KPMG Consulting verified that the CWINS Center logs status updates and closures of escalations and expedites. KPMG Consulting reviewed the following documentation: ♦ Overview – Maintenance and Repair Process; ♦ Call Receipt & Non-Designed Screening; ♦ UNE Designed Maintenance; ♦ Electronic Bonding Network and Carrier Services; ♦ Control Office Administration of Special Services Trouble Reports; ♦ Resale Maintenance & Provisioning (Complex and POTS) Index; and ♦ Resale Maintenance – Call Receipt. KPMG Consulting found that these documents outline BellSouth CWINS Center procedures for

Test Reference	Evaluation Criteria	Result	Comments
			logging status updates and closing escalation and expedite trouble tickets. KPMG Consulting observed personnel at the CWINS Center inform ALECs of escalation and expedite status and log the outcome/closure into the appropriate system, LMOS for non-designed service troubles and WFA/C for designed circuit troubles.
PPR15-14	M&R work centers have documented M&Ps for joint meets and coordinated testing.	Satisfied	KPMG Consulting verified that M&Ps for joint meets and coordinated testing are documented on the CDIA database and available to CWINS Center personnel. KPMG Consulting reviewed the following BellSouth documentation: ♦ Vendor/Agent Trouble Reporting/Resolution and Joint Testing Procedures fro the BCAC and IMC; ♦ Vendor / Joint Meets; and ♦ Design Troubles in a PP, AP, or ATC Status. KPMG Consulting found that these documents outline joint meet and coordinated testing procedures for the CWINS Center.
PPR15-15	M&R work centers notify ALEC customers of coordinated testing and joint meet schedules and closures.	Satisfied	KPMG Consulting verified that M&R work centers assist ALEC customers with coordinated testing and joint meets. KPMG Consulting reviewed the following BellSouth documentation: ♦ Vendor/Agent Trouble Reporting/Resolution and Joint Testing Procedures fro the BCAC and IMC; and ♦ Vendor / Joint Meets. KPMG Consulting found that these documents outline CWINS Center procedures for notifying ALEC customers of coordinated testing and joint meet schedules and closures. KPMG Consulting observed BellSouth call receipt and testing personnel handling the scheduling, coordination and closure of coordinated testing and joint meet trouble tickets. These activities were performed accurately and consistently, as described in the documents above.
PPR15-16	M&R work centers adhere to M&Ps for manual	Satisfied	KPMG Consulting verified that M&Ps for manual handling of resale customers are documented and

Test Reference	Evaluation Criteria	Result	Comments
	handling of resale customers.		available to call receipt and testing personnel. When a trouble is reported, BellSouth call receipt and testing personnel offer assistance with resale service fault identification by testing the BellSouth network, and dispatching a technician to the location of the trouble. Should the cause of the trouble be identified as outside of the BellSouth network, the customer is notified that trouble identification charges apply. KPMG Consulting observed BellSouth call receipt and testing personnel assisting with resale service fault identification. These activities were practiced accurately and consistently, as described above.
PPR15-17	M&R work centers adhere to M&Ps for manual handling of UNE and UNE Platform customers.	Satisfied	KPMG Consulting verified that M&Ps for manual handling of UNE and UNE Platform customers is documented and available to call receipt and testing personnel. When a trouble is reported, BellSouth call receipt and testing personnel offer assistance with UNE service fault identification by testing the BellSouth network, and dispatching a technician to the location of the trouble. Should the cause of the trouble be identified as outside of the BellSouth network, the customer is notified that trouble identification charges apply. KPMG Consulting observed BellSouth call receipt and testing personnel assisting with UNE service fault identification. These activities were accurately and consistently practiced, as described above.
PPR15-18	M&R work centers have M&Ps for capacity management.	Satisfied	KPMG Consulting verified that CWINS Center scheduling is performed based on the daily call volume reports. Based on these reports, CWINS Center management is able to plan the number of employees required to meet center demand. To handle peak load periods, the center uses a combination of solutions, which includes temporarily moving MAs or ETs from screening to call receipt and/or offering overtime opportunities. To ensure that the CWINS Center has the necessary number of employees available to handle daily call volume, the CWINS Center established a forcing plan that is monitored by a Load Balance Supervisor. Additionally, the budget group monitors call volume and allocates head count for the center. Management is able to forecast the number of employees needed based on the analysis of the

Test Reference	Evaluation Criteria	Result	Comments
			headquarters group that monitors the activity of the center. When additional resources are required, additional headcount is authorized if the need is justified. As of June 2001, a new facility in Fleming Island, Florida was established to handle growing demand. This decision was made based on current and projected call volume forecasts. KPMG Consulting reviewed the following BellSouth documentation: ♦ Installation & Maintenance Force Management Plan; ♦ Standard Customer Operations for Regional Excellence (SCORE); and ♦ Business and Consumer Customer Services: Future Center Design Plan. KPMG Consulting found that this documentation outlines the capacity management procedures for the CWINS Center.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 18 evaluation criteria considered for the M&R Work Center Support Evaluation (PPR15) test. All 18 evaluation criteria received a satisfied result. Since all evaluation criteria are satisfied, KPMG Consulting considers the M&R Work Center Support Evaluation (PPR15) satisfactory at the time of final report delivery.

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C. Test Results: Network Surveillance Support Evaluation (PPR16)

1.0 Description

The Network Surveillance Support Evaluation (PPR16) was an analysis of the processes, procedures and responsibilities associated with BellSouth's Maintenance and Repair (M&R) network surveillance and network outages related to wholesale operations. KPMG Consulting examined network surveillance processes for both retail and wholesale operations to assess completeness. The evaluation focused on the operations within the Network Reliability Center (NRC) that is responsible for overseeing, monitoring and maintaining BellSouth's network.

2.0 Business Process

This section describes BellSouth's network surveillance business processes.

2.1 Business Process Description

Network Surveillance:

The NRC is responsible for monitoring and maintaining the BellSouth network, specifically, Interoffice Facilities (IOF), switching networks, and digital loop carriers. The NRC also provides quick-response solutions to major network outages or failures in the BellSouth operating region.

BellSouth defines the network elements for which the NRC has surveillance and outage notification responsibilities as follows:

- Interoffice Facilities (IOF) – A high capacity digital transmission path that is dedicated for the transport of local, toll, and/or access traffic between central offices. IOF can be dedicated to BellSouth, an Alternative Local Exchange Carrier (ALEC) or a combination of both. The ALEC can purchase IOF in either DS1 or DS3 transport levels.
- IOF Dedicated Trunk Port – A dedicated high capacity termination on a BellSouth switch (i.e., tandem or end office) that provides signaling and transport options for moving local, toll, and/or access traffic between BellSouth unbundled switches or ALECs' collocated or non-collocated switches.
- Advanced Intelligent Network (AIN) – A network architecture that includes three basic call processing elements (i) Service Control Points (SCPs), (ii) Service Switching Points (SSPs), and (iii) Signal Transfer Points (STPs). An AIN SCP is a database that executes service application logic in response to queries sent to it by a SSP equipped with AIN functionality. AIN SSPs are digital switches that may query a SCP for customer specific instructions on how to process a call (routing, blocking, etc.). AIN STPs are packet switches that shuttle messages between an SSP and SCP or between SSP and SSP. All three communicate via out-of-band signaling using the Signaling System 7 (SS7) protocol as detailed below.
- Signaling System 7 (SS7) – A system used by network elements to exchange information over an out-of-band channel called an SS7 link. There are two distinct protocols used: (i) Integrated Services Digital Network User Part (ISUP), and (ii) Transaction Capabilities Application Part (TCAP). ISUP messaging allows a SSP to communicate with another SSP through a STP. Examples of information exchange include trunk reservation, trunk setup, and call teardown requests. SSPs may need additional information on how to route or treat a specific call request. This data may be found in a SCP. TCAP messaging allows a SSP to communicate with a SCP (or a SCP with another SCP) through a STP. Examples of

information exchange include Local Number Portability (LNP) related data queries and responses regarding Location Routing Numbers and Line Information Database addresses.

The NRC monitors outages that are the result of abnormal events that could affect the service capability of the BellSouth network. BellSouth defines abnormal events as unusual events, conditions or situations that affect, or might be expected to affect, telephone company personnel, telephone service, equipment, or other related property.

The NRC operates in two locations: Charlotte, North Carolina and Nashville, Tennessee. The Charlotte center monitors and maintains the network for Florida, Alabama, Louisiana and Mississippi and monitors emergency 911 services for all nine BellSouth states. The Nashville center monitors and maintains the network for Georgia, Kentucky, North Carolina, South Carolina and Tennessee. The Nashville center also maintains the SS7 system for all nine BellSouth states.

In an emergency, either NRC location is capable of assuming the other location's responsibilities and continuing the work of both centers. Disaster recovery procedures exist for management and technical personnel to monitor and maintain the entire network from a single center in the event a center is isolated.

The NRC has nine major functional groups:

- Surveillance: Monitors switch and transport network elements/alarms;
- Facility Analysis: Provides Tier 1 support (high level technical facility support);
- Switch Analysis: Provides Tier 1 support (high level technical switch support);
- Database: Monitors program scan points on network elements (facility alarms);
- Power Testing: Coordinates testing with field technicians on central office power alarms;
- SS7: Monitors call setup and transport connections/circuits (links);
- Voice Mail: Monitors all BellSouth voice mail systems within the nine state area;
- Lan Administration: Supports technicians within the NRC (infrastructure, personal computers and printers); and
- Broadband: Monitors and analyzes Asynchronous Transfer Mode (ATM) and Asymmetrical Digital Subscriber Line (ADSL) activity.

NRC technicians monitor and analyze the network through the following systems:

- Network Monitoring Analysis (NMA): The NMA system monitors all network facilities in the BellSouth footprint for abnormalities and provides transport trouble alarm information. NMA generates alarms when transport conditions breach preset performance thresholds. The alarms are categorized by severity. Severity categories include Critical (outage), Major (service affecting), and Minor (non-service affecting). A Critical alarm requires immediate repair or resolution. A Major alarm also requires immediate resolution as service to customers may be affected. A Minor alarm is non-service affecting, and can be repaired during the next safe time hours. In addition to providing alarms, NMA is used to test network elements for localizing and diagnosing troubles. When jeopardy thresholds are reached, for such items as traffic load capacity, facility failure or system failure, NMA automatically generates a trouble ticket into the Work Force Administration (WFA) system. In response to the alarm, a trouble ticket is created and dispatched to the technicians at the Work

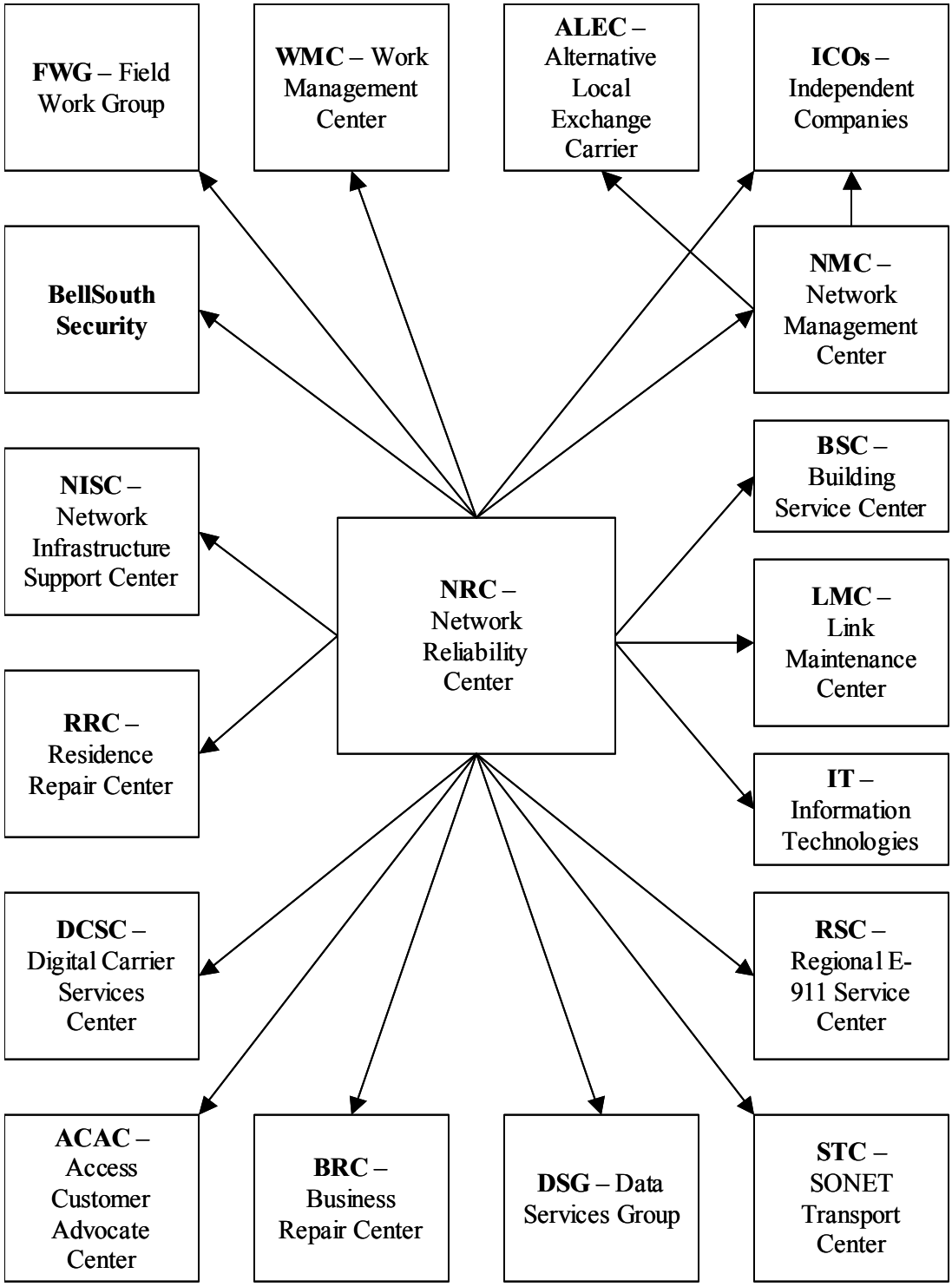
Management Center (WMC). Priority is automatically determined based on thresholds (severity of faults) built into the NMA system.

- Network Fault Monitoring (NFM): The NFM system features awareness screens that provide alarm condition descriptions for switch and facility alarms. NFM is used for the monitoring analysis of switches. NFM scans switch channels for irregular patterns. Similar to the NMA system, priority is automatically determined based on thresholds (severity of faults) built into the NFM system. NFM provides the NRC with visible, color-coded alarms that contain detailed data on IOF load volumes and traffic congestion.

The NRC adheres to documented methods and procedures (M&Ps) when dealing with a network outage. The NRC sends out an Alpha Page that transmits a message containing information about the problem to relevant BellSouth personnel. Established call lists allow for notification of BellSouth personnel involved in the restoration and repair of the fault causing the outage. Additionally, an outage bridge is established to allow for the distribution of information pertaining to the nature and scope of the problem as well as the status of any required corrective action. The various BellSouth centers are able to call in and request information over the outage bridge line; however, communication between the NRC and the technicians working on the problem is given priority. A Bridge Manager whose main function is the restoration of service oversees the outage bridge and maintains control until the problem is corrected. The NRC is capable of maintaining a number of different bridges simultaneously. To expedite the restoration of service, where possible, calls are rerouted before damaged lines are repaired. In case of an emergency or a major network outage, reconnecting essential emergency services (hospitals, police stations etc.) is given priority along with federal and state government facilities.

The following chart illustrates the NRC's communication flow.

Figure 16-1: NRC Communication Flow



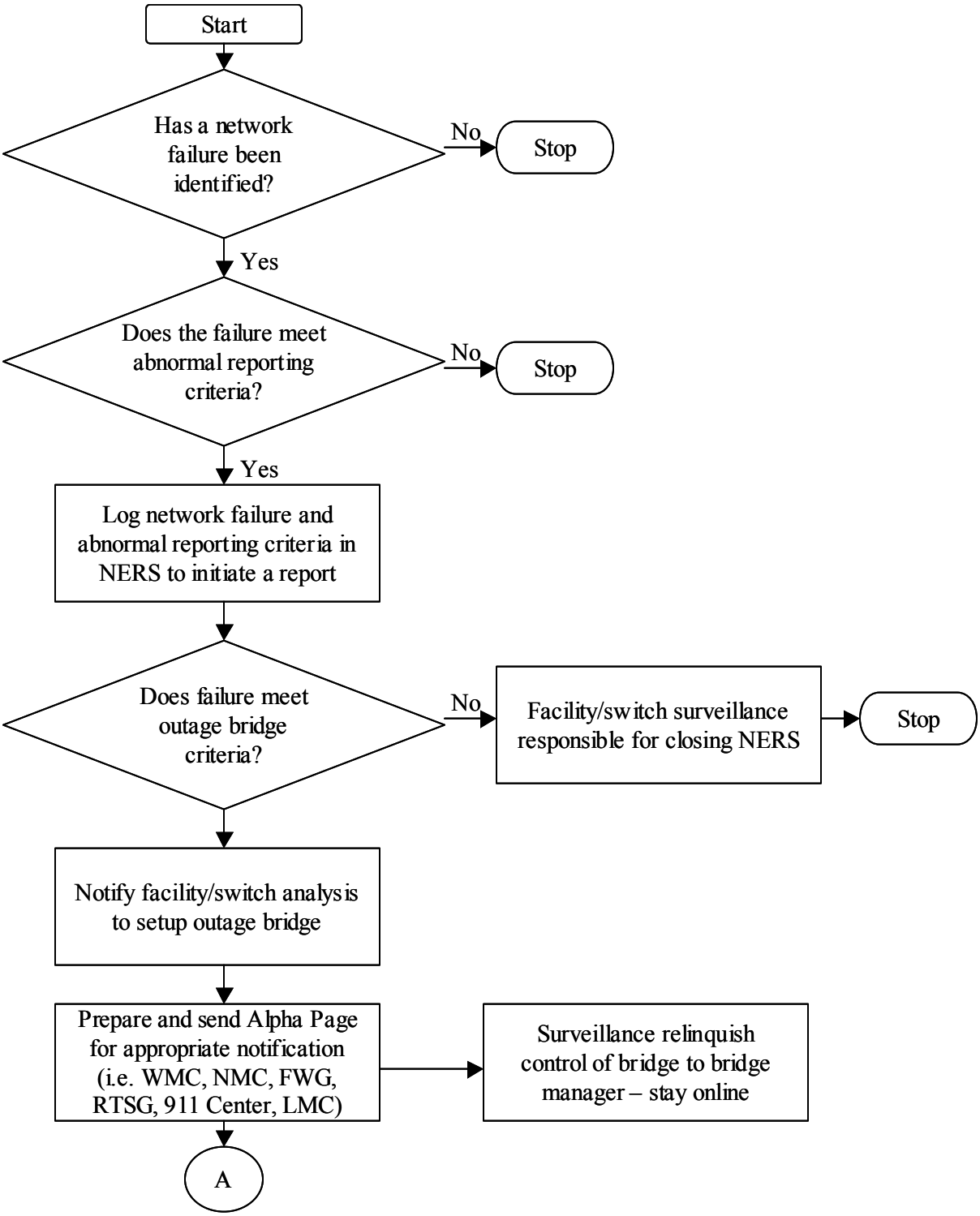
BellSouth recently implemented the Network Event Reporting System (NERS) to better facilitate the reporting required after an outage has occurred. The NERS replaced the Abnormal system and now serves as the primary system used for logging network failures and abnormal reporting criteria. NERS is a data store that automatically populates managerial reports, sent to affected central offices, with desired data on a particular outage.

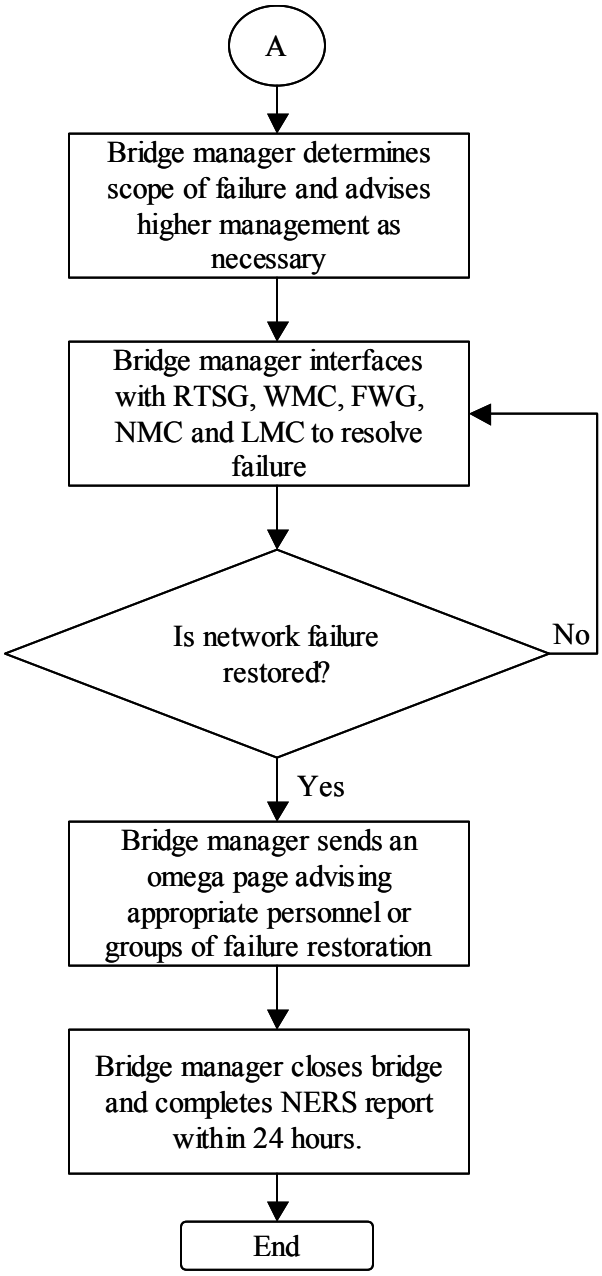
NERS is a web-based system that allows both major and non-major outage reporting to be done from one system using a single BellSouth Practice to govern tracking and notification and house the Bridge Manager's Outage Bridge Report. NERS provides BellSouth with a single database and a single report to store all the relative information pertaining to an outage. NERS is flexible and user friendly, allowing for quick, easy access for extracting information. NERS is governed by BellSouth's Regional Operations Centers Network Failure Procedure (BSP 010-400-008BT) and is an internal BellSouth system.

NERS accesses the Central Office Profile System (COPS) database for local information. The COPS database stores information about the central offices for which the NRC is responsible for surveillance and analysis. The information stored includes the fieldwork group personnel with local responsibility, their contact numbers, the office location including the street address, and the number of working lines. Additional information such as BellSouth internal coding information used in generating various reports is housed in this database. The database also provides BellSouth emergency contact information, such as the local police and fire departments. This database is used primarily by BellSouth's Regional Operation Centers organization and is internal to BellSouth.

The following chart illustrates the NRC's Network/Facility Failure Process Flow.

Figure 16-2: NRC Network/Facility Failure Process Flow




A
Bridge manager determines scope of failure and advises higher management as necessary
Bridge manager interfaces with RTSG, WMC, FWG, NMC and LMC to resolve failure
Is network failure restored?
No
Yes
Bridge manager sends an omega page advising appropriate personnel or groups of failure restoration
Bridge manager closes bridge and completes NERS report within 24 hours.
End

The NRC maintains historical data on outages. For major troubles, a Switch Failure Investigation (SFI) or Facility Failure Investigation (FFI) report is generated. These reports allow the center to maintain records of equipment failure rates on BellSouth and ALEC systems, as well as enable the NRC to monitor its own activities. An analysis team is responsible for proactively identifying chronic troubles and maintaining particular network elements such as transport links, central office equipment and network congestion. This identification of troubles enables the NRC to take a proactive approach in preventing major outages.

Recognizing the volatility of Florida weather, the NRC conducts frequent tests of its emergency response activities and works closely with the state's Emergency Operations Centers (EOCs). In the case of an abnormal event, the NRC follows BellSouth methods and procedures in order to restore service in a timely manner.

The NRC responds to two types of system-generated alarms: network and environmental alarms. The network alarm signals an abnormality with a piece of equipment or a facility. The environmental alarm identifies a problem resulting from environmental conditions (e.g., humidity or gases). Network and environmental alarms are unable to differentiate between BellSouth equipment and ALEC collocated equipment since they share the same space within a central office.

Notification Procedures:

As problems occur on the BellSouth network, the NRC receives system alarms. The NRC provides immediate response to these alarms as stated in the Abnormal Identification and Notification Procedure and the Regional Operations Center Failure Procedures documents. The NRC receives the alarms, analyzes the impact, requests a dispatch to the field, if necessary, and notifies management of all troubles that may cause an adverse reaction to the customers. The BellSouth NMC makes an initial notification of a network event within 30 minutes of awareness. The notification procedures and timers are the same for IOF, AIN and SS7 alarms.

In addition to responding to system-generated alarms, the NRC receives calls from the Network Management Center (NMC), the Business Repair Center (BRC), and the Access Carrier Advocacy Center (ACAC). These centers call the NRC to report a major outage and check to see if there is an identifying alarm. An established procedure exists that outlines the steps that must be followed when the NRC determines that the report was a false alarm.

The NRC does not have direct interaction with ALECs. If an ALEC needs to report a major system failure, they must contact the NMC or the ACAC. These centers then refer the problem to the NRC. It is not unusual for both BellSouth and ALEC technicians to independently search for a fault and inform the other of their findings. The NMC and ACAC are also responsible for informing ALECs of any major outage via voice or fax notification.

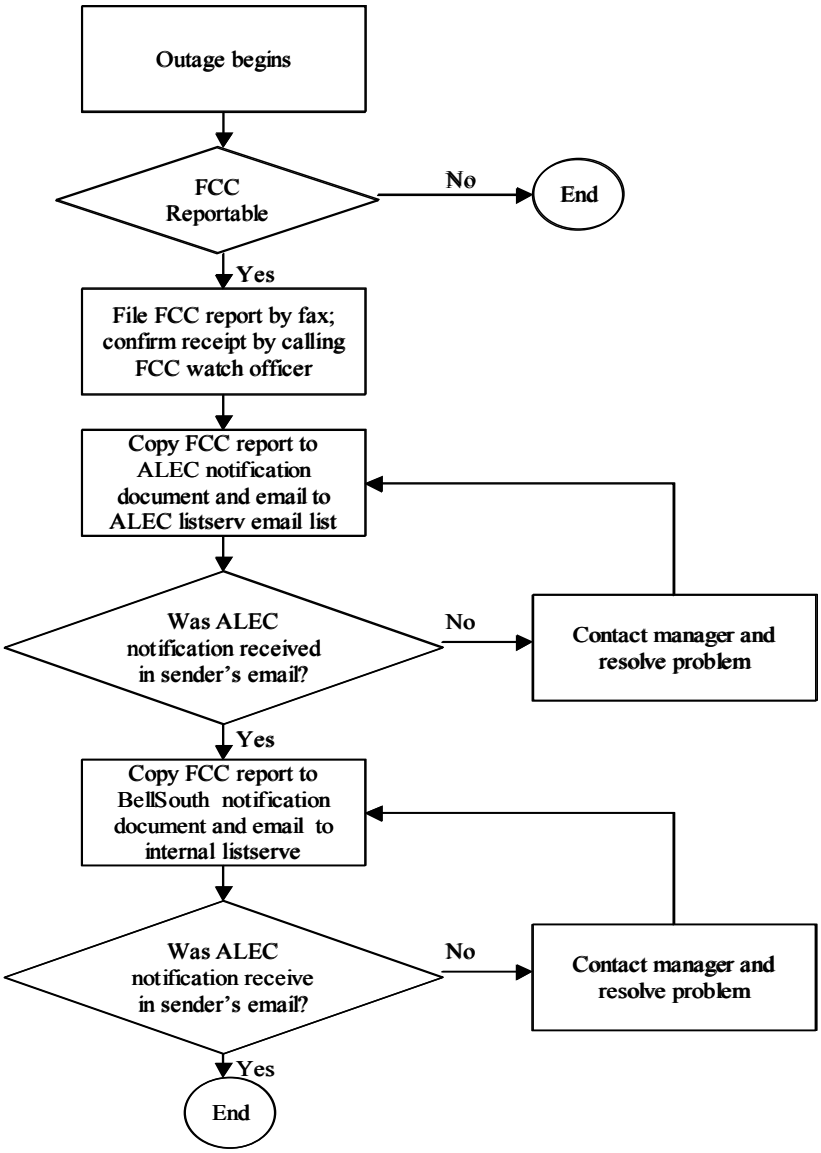
The NMC is responsible for monitoring BellSouth's network traffic and interoffice voice traffic by rerouting traffic as well as applying controls/protective controls to the network to maximize call completion. The mission of the NMC is to support the Network Reliability Center (NRC) in ensuring network reliability.

The NMC is located in Atlanta, Georgia and is responsible for the entire BellSouth region. It is open 24 hours a day, seven days a week, 365 days year. The NMC consists of 13 personnel: 11 specialists, which are management employees, one subject matter specialist and one manager. The NMC has three works shifts and schedules network technicians in overlapping shifts to allow for a clean hand-off of any on-going problems. The NMC adheres to some basic procedures when dealing with an outage as they notify the Federal Communications Commission (FCC) and

ALECs of certain events as appropriate. NMC employees have a set of guidelines to follow in the case of such network event notifications. Interface agreements defined in the CLEC and BellSouth NMA Requirements and Notification Process documentation outline BellSouth and ALEC responsibilities in the event of a network outage. ALECs are responsible for providing BellSouth with a Single Point of Contact (SPOC) for outage notification. ALECs that provide a SPOC to the BellSouth NMC are notified of network outages via telephone, facsimile or email according to the procedures defined in the interface agreements. ALECs wishing to receive network outage notification via email are required to sign up for this service through their BellSouth account representative. The interface agreements state that BellSouth is not required to notify ALECs of outages if a SPOC is not provided. However, BellSouth provides Carrier Notifications to inform ALECs of the process for self-subscribing to outage notifications.

The following chart illustrates the NMC's notification process for retail and wholesale outages.

Figure 16–3: NMC Notification Process



3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test targets are BellSouth's network surveillance and outage notification processes, which include the following sub-processes:

- IOF surveillance;
- AIN interconnect surveillance;
- SS7 interconnect surveillance;
- Process documentation; and
- Notification procedures.

3.3 Data Sources

The data collection performed for this test included (i) interviews with and observations of BellSouth NRC personnel with direct responsibility and knowledge of the targeted processes and procedures, (ii) detailed reviews of surveillance and outage notification documentation supplied by BellSouth at the request of KPMG Consulting, and (iii) an examination of the NRC's coverage of the BellSouth network. Primary sources of data include:

- Abnormal Identification and Notification Procedures;
- Regional Operations Centers Network Failure Procedures;

  Section 1: Statement of Practice;

  Section 2: Method of Notification;

  Section 3: Procedures for Notification;

  Section 4: Network Event Classification;

  Section 5: Outage Notification by Voice Mail Distribution List;

  Section 6: Voice Mail Notification Procedures;

  Section 7: Criteria for FCC Outage Reporting;
- FCC Reportable Outages;
- CLEC and BellSouth Work Center-Disaster Recovery for Local Service; and
- CLEC and BellSouth NMA-Requirements and Notification Process.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

BellSouth network surveillance and outage notification procedures were reviewed and evaluated according to targets established by KPMG Consulting. The following provides additional detail on the testing methods used to conduct the Network Surveillance Support Evaluation (PPR16):

- Interviews – KPMG Consulting conducted interviews with personnel with direct responsibility and knowledge of the targeted processes in the following centers: (i) NRC, Charlotte, North Carolina, (ii) NRC, Nashville, Tennessee.
- Observations – KPMG Consulting performed observations of NRC personnel coverage of the BellSouth network. This was done in order to identify the presence of any substantive differences between the processes practiced in the NRC and those processes as detailed in the reviewed BellSouth methods and procedures documentation.
- Document Review – KPMG Consulting conducted a detailed review of process flow and methods and procedures documentation related to network surveillance and outage notification.

Summaries of the information gathered during the interviews with and observations of BellSouth personnel were provided to BellSouth for review to verify the accuracy of the information documented. After verifying accuracy, KMPG Consulting evaluated the data against the evaluation measures established for the test. The Network Surveillance Support Evaluation (PPR16) used evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS evaluation. These evaluation criteria, detailed in the Florida Master Test Plan, provided the framework of norms, standards, and guidelines for evaluating the identified test targets.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 16-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 16-2.

Table 16-1: PPR16 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	1	0
Total Disposed as of Final Report Date	1	0
Total Open as of Final Report Date	0	0

Table 16-2: Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
Network Surveillance			
PPR16-1	Interoffice Facility (IOF) surveillance processes exist for ALEC IOFs that are located on the BellSouth network.	Satisfied	KPMG Consulting verified that ALEC Interoffice Facilities (IOF), such as trunk groups and transport, are monitored through the use of two dedicated systems: (i) Network Fault Management (NFM), and (ii) Network Monitoring & Analysis (NMA). The same systems are used to monitor ALEC and BellSouth IOF. KPMG Consulting reviewed the following BellSouth documentation: ♦ Abnormal Identification and Notification Procedures; and ♦ Regional Operations Centers Network Failure Procedures. KPMG Consulting found that this documentation outlines BellSouth procedures for ALEC IOF surveillance. KPMG Consulting observed BellSouth network technicians at the NRC in Charlotte, North Carolina using surveillance systems to monitor and analyze the performance of BellSouth and ALEC IOF. These activities were accurately and consistently performed, as defined in the documentation referenced above.
PPR16-2	Service affecting events involving IOF are logged, categorized, and tracked and this information is made available to ALECs.	Satisfied	KPMG Consulting verified that trouble tickets for IOF events are logged into the WFA system and are categorized as Out of Service (OS) or Affecting Service (AS) within the NRC in Charlotte, North Carolina. These trouble tickets are tracked according to the level of severity (i.e. level of service affected). KPMG Consulting reviewed the following BellSouth documentation: ♦ Abnormal Identification and Notification; ♦ Regional Operations Centers Network Failure Procedures; ♦ Facility Abnormal Worksheet; ♦ WFA/C Methods and Procedures; and ♦ CLEC and BellSouth NMA Requirements and Notification Process.

Test	Evaluation Criteria	Result	Comments
			KPMG Consulting found that this documentation outlined BellSouth procedures for logging, categorizing and tracking IOF service affecting events. This documentation also described BellSouth procedures for ALEC notification of IOF events that may affect their customer service. KPMG Consulting also found that this documentation was made available to ALECs on the BellSouth interconnection website.[9]
PPR16-3	Advanced Intelligent Network (AIN) interconnection surveillance processes exist for BellSouth AIN interconnections that service ALECs.	Satisfied	KPMG Consulting verified that AIN connectivity is monitored by the use of the NMA and NFM systems within the NRC located in Charlotte, North Carolina. KPMG Consulting reviewed the following BellSouth documents: ♦ AIN SCP SS7 Link Restoration Job Aid; and ♦ Abnormal Identification and Notification Procedures. KPMG Consulting found that this documentation defined the AIN interconnection surveillance processes for BellSouth AIN interconnections that service ALECs. KPMG Consulting observed BellSouth network technicians at the NRC in Charlotte, North Carolina using surveillance systems to monitor and analyze the performance of BellSouth and ALEC AIN network elements. These activities were accurately and consistently performed, as defined in the documentation referenced above.
PPR16-4	Service affecting events involving AIN interconnection are logged, categorized, and tracked and this information is made available to ALECs.	Satisfied	KPMG Consulting verified that service affecting events involving AIN interconnection are logged, categorized and tracked in the WFA system within the NRC in Charlotte, North Carolina. KPMG Consulting reviewed the following BellSouth documentation: ♦ Regional Operations Centers Network Failure Procedures; ♦ Abnormal Identification and Notification;

[9] http://www.interconnection.bellsouth.com/guides/html/gopue/indexf.htm.

Test	Evaluation Criteria	Result	Comments
			♦ AIN SCP SS7 Link Restoration Procedures; ♦ Facility Abnormal Worksheet; ♦ WFA/C Methods and Procedures; and ♦ CLEC and BellSouth NMA Requirements and Notification Process. KPMG Consulting found that this documentation outlined the procedures for logging, categorizing and tracking events affecting the AIN Network. Additionally, this documentation defined BellSouth procedures for ALEC notification of AIN events that may affect their customer service. KPMG Consulting also found that this documentation was made available to ALECs on the BellSouth interconnection website. KPMG Consulting observed BellSouth network technicians at the NRC in Charlotte, North Carolina logging, categorizing and tracking AIN service affecting events. These activities were accurately and consistently performed, as defined in the documentation referenced above.
PPR16-5	Signaling System Seven (SS7) surveillance processes exist for ALEC SS7 interconnections that are located on the BellSouth network.	Satisfied	KPMG Consulting verified that SS7 surveillance processes are documented for ALEC SS7 interconnections that are part of BellSouth's network. KPMG Consulting reviewed the following BellSouth documentation: ♦ 5ESS SS7 Link Restoration Procedures; and ♦ 5ESS SS7 Peripheral Equipment Restoration Procedures. KPMG Consulting found that this documentation outlined the procedures for SS7 surveillance. KPMG Consulting observed BellSouth network technicians at the NRC in Nashville, Tennessee conducting surveillance for ALEC SS7 interconnections that are part of BellSouth's network. These activities were accurately and consistently performed, as defined in the documentation referenced above.

Test	Evaluation Criteria	Result	Comments
PPR16-6	Service affecting events involving the SS7 network are logged, categorized, and tracked and this information is made available to ALECs.	Satisfied	KPMG Consulting verified that service affecting events involving the SS7 network are logged, categorized and tracked within the NRC in Charlotte, North Carolina. KPMG Consulting reviewed the following BellSouth documentation: ♦ Regional Operations Centers Network Failure Procedures; ♦ Abnormal Identification and Notification; ♦ 1AESS/3B SS7 Link Restoration Procedures; ♦ 1AESS/3B SS7 Peripheral Equipment Restoration Procedures; ♦ 5ESS SS7 Link Restoration Procedures; ♦ 5ESS SS7 Peripheral Equipment Restoration Procedures; ♦ Facility Abnormal Worksheet; ♦ WFA/C Methods and Procedures; and ♦ CLEC and BellSouth NMA Requirements and Notification Process. KPMG Consulting found that this documentation outlined the procedures for logging, categorizing, and tracking events affecting the SS7 Network defines BellSouth procedures for ALEC notification of SS7 events that may affect ALEC customer service. KPMG Consulting also found that this documentation was available for ALECs on the BellSouth interconnection website. KPMG Consulting observed BellSouth network technicians at the NRC in Charlotte, North Carolina logging, categorizing and tracking SS7 service affecting events. These activities were accurately and consistently performed, as defined in the documentation referenced above.
Outage Notification			
PPR16-7	BellSouth has an operationally complete process for network outages and major service affecting event notification.	Satisfied	KPMG Consulting verified that BellSouth has an operationally complete process for network outages and major service affecting event notification. Interface agreements defined in the CLEC and BellSouth NMA Requirements and Notification

Test	Evaluation Criteria	Result	Comments
			Process documentation outline BellSouth and ALEC responsibilities in the event of a network outage and major service affecting event. KPMG Consulting reviewed the following BellSouth documentation: ♦ Facility Surveillance Abnormal Verification and Handling Procedures; ♦ Abnormal Identification and Notification Procedure; ♦ Regional Operations Centers Network Failure Procedures; ♦ NRC WFA Ticket Follow-Up Procedures; ♦ NRC/ROC Escalation Matrix; and ♦ CLEC and BellSouth NMA Requirements and Notification Process. KPMG Consulting found that this documentation defined BellSouth procedures for notifying ALECs of network outages and major service effecting events. Because it is not feasible for KPMG Consulting to be present at the BellSouth NRC during an actual network outage, KPMG Consulting observed BellSouth network technicians using NFM, NMA and WFA/C in training mode[10] and notifying ALECs of network outages via email, telephone and facsimile. These activities were accurately and consistently performed, as defined in the documentation referenced above. While conducting observations at the NMC in Atlanta, Georgia, KPMG Consulting randomly selected and reviewed five service disruption reports and outage trouble tickets. KPMG Consulting found that in the instances observed, BellSouth followed the documented procedures for network outage and major service effecting event notification. While conducting interviews at the NRC in March 2001, KPMG Consulting discovered that ALEC notification procedures were not included in BellSouth Abnormal Identification

[10] BellSouth provides continuous training to its network technicians. While participating in continuous training, network technicians experience simulated network outages in order to practice using relevant systems and notifying ALECs of network outages.

Test	Evaluation Criteria	Result	Comments
			and Notification Procedure documentation. As a result, Exception 18 was issued. BellSouth responded that a notification process existed, documented and published on the BellSouth interconnection website. KPMG Consulting conducted a retest and verified that the documentation defined the policy and procedures for notifying ALECs. This resulted in the closure of Exception 18.
PPR16-8	BellSouth has documented procedures for timely notification of network outages and major service affecting events.	Satisfied	KPMG Consulting verified that BellSouth has documented procedures for timely notification of network outages and major service affecting events. Interface agreements defined in the CLEC and BellSouth NMA Requirements and Notification Process documentation outline BellSouth and ALEC responsibilities in the event of a network outage. ALECs are responsible for providing BellSouth with a SPOC for outage notification. ALECs that provide a SPOC to the BellSouth NMC are notified of network outages via telephone, facsimile or email within 30 minutes of a network outage or major service affecting event. Status is also provided during network outages or major service affecting events within 30 minutes from initial notification, if requested by the ALEC. The interface agreements also state that BellSouth is not required to notify ALECs of outages if a SPOC is not provided. KPMG Consulting reviewed the following BellSouth documentation: ♦ Regional Operations Centers Network Failure Procedures; and ♦ CLEC and BellSouth NMA Requirements and Notification Process. KPMG Consulting found that this documentation defined conditions, outage durations and reporting periods for timely ALEC notification in the event of network outages and major network outages. While conducting observations at the NMC in Atlanta, Georgia in November 2001, KPMG Consulting randomly selected and reviewed five service disruption reports and outage trouble tickets. KPMG Consulting found that in the instances observed, BellSouth notified

Test	Evaluation Criteria	Result	Comments
			ALECs of network outages and major service effecting events within 30 minutes of each occurrence.
PPR16-9	BellSouth has documented procedures for accurate reporting of network outages and major service affecting events.	Satisfied	KPMG Consulting verified that the procedures for accurate outage notification and major service affecting event notification are documented on the BellSouth interconnection website. Interface agreements between BellSouth and ALECs require BellSouth to notify of network outages and major service affecting events. BellSouth updates ALEC contact information on a monthly basis to assure accuracy of reporting. KPMG Consulting reviewed the following BellSouth documentation: ♦ Regional Operations Centers Network Failure Procedures; and ♦ CLEC and BellSouth NMA Requirements and Notification Process. KPMG Consulting found that this documentation outlined procedures that result in the accurate reporting of network outages and major service affecting events. While conducting observations at the NMC in Atlanta, Georgia in November 2001, KPMG Consulting randomly selected and reviewed five service disruption reports and outage trouble tickets. KPMG Consulting found that in the instances observed, network outage and major service effecting event notification activities were accurately and consistently performed, as defined in the documentation referenced above.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of the test.

6.1 Summary of Findings

There were nine evaluation criteria considered for the Network Surveillance Support Evaluation (PPR16). All nine evaluation criteria received a satisfied result.

Since all evaluation criteria are satisfied, KPMG Consulting considers the test area satisfied at the time of the final report delivery.

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D. Test Results: M&R TAFI Functional Evaluation (TVV5)

1.0 Description

The objective of the Maintenance and Repair (M&R) Trouble Analysis Facilitation Interface (TAFI) Functional Evaluation (TVV5) was to validate the existence of TAFI trouble reporting and screening functionality. TAFI functions associated with trouble management activities were evaluated in BellSouth's production environment using test bed accounts. Scenarios designed to test these functions were executed via a TAFI Local Area Network - to - Local Area Network (LAN-to-LAN) connection and via TAFI dial-up access. The scenarios were designed to observe differences in system response times associated with the two methods of access.

The functional elements specifically targeted by this test include the entry and resolution of trouble reports, query and receipt of status reports, access to test capabilities, access to trouble history, and error conditions. TAFI functionality and usability were evaluated in conjunction with TAFI user documentation.

2.0 Business Process

This section provides a description of the processes used by the Alternative Local Exchange Carriers (ALEC) for managing trouble activities.

2.1 Business Process Description

TAFI is a rules-based system that provides automated trouble receipt and screening functionality to both ALEC and BellSouth retail repair center users. TAFI is designed to guide users through a series of questions and instructions to allow users to provide the information necessary to help isolate or identify the nature of the fault being reported. This results in expediting the routing of Plain Old Telephone Service (POTS) troubles to the correct work groups for resolution. TAFI collects data from the user and various downstream systems in order to generate recommendations for resolving POTS problems. Reports generated by TAFI as a result of a trouble fall into one of three categories: resolved/closed, routed to the appropriate entity for resolution, or cancelled. While TAFI does not perform any repair functions, it allows access to downstream systems that can repair some trouble types in real time.

The TAFI application was used for the following M&R transactions:

- Create Trouble Reports including multiple (reporting more than one telephone number) and subsequent trouble reports;
- Cancel Trouble Reports;
- Initiate Mechanized Loop Test (MLT);
- Receive MLT results;
- Retrieve Loop Maintenance Operating System (LMOS) Recent Status Report;
- Obtain Customer Line Records;
- Obtain Predictor results;
- View Display Line Record (DLR);
- Retrieve Trouble History; and

- Use of TAFI provided Supervisor Functions.

2.1.1 TAFI Application

TAFI is accessed using a Telnet protocol through a LAN-to-LAN or dial-up connection to BellSouth. TAFI does not support a Graphical User Interface (GUI). TAFI uses a unique BellSouth window format that is divided into three types: Main Menu, Sub Menus, and Pop-up Windows.

Both BellSouth and ALECs use the TAFI system for handling POTS trouble reports. The version created for ALECs is similar to the BellSouth retail version for trouble processing functionality, with the following differences:

- ALECs are restricted by TAFI to accessing only records for their own customers.
- The TAFI Supervisor function that allows an ALEC to view, sort and control work in queue, is restricted to a specific ALEC User Group.
- BellSouth processes retail residential and business customers on different TAFI servers, while ALECs currently use one server for all ALEC residential and business customers. This separate server for ALEC service allows load balancing and provides for the security functionality that restricts an ALEC's access to only their customers' records. The security feature in TAFI allows users to access only the records they are authorized to view.

TAFI interacts with specific BellSouth downstream systems, the functions of which fall within two primary areas:

- Trouble administration systems for POTS lines; and
- Test systems for fault identification.

BellSouth downstream systems, their functions and reports, accessed by TAFI are highlighted in Table 5-1 below. Multiple copies of ALEC TAFI exist for load balancing purposes, and provide identical functionality.

Table 5-1: BellSouth M&R Downstream Systems and Reports Accessed by TAFI

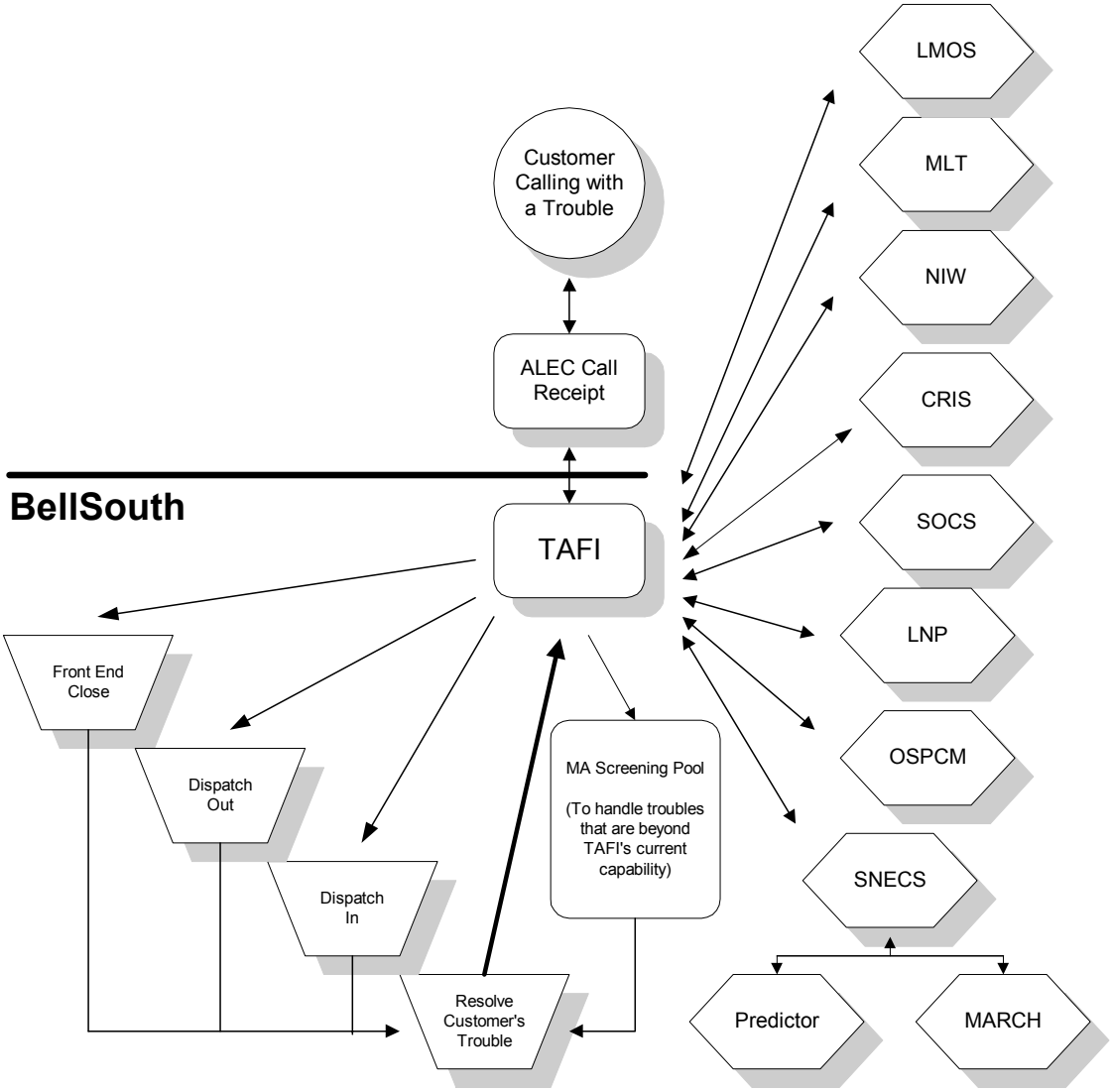
System	Description
CRIS: Customer Record Inventory System	Provides service order information including name, address, class of service, maintenance plan, restrictions, features, and Preferred Interexchange Carrier (PIC).
LMOS: Loop Maintenance Operations System	Supplies trouble ticket processing and the following information: name and address verification, working condition, trouble history, commitments, failure information, unit #, pending reports, status, category of report and pending service order information.
MARCH	Provides the mechanism to add or delete switch features to or from a line.
LNP: Local Number Portability	Used to check the status of ported numbers.
NIW: Network Information Warehouse	Used to check for central office blocking.

System	Description
MLT: Mechanized Loop Testing	Provides loop testing on the customer's line and diagnostic recommendations.
OSPCM: Outside Plant Construction Management System	The Navigator compatible replacement for Job Management Operations System (JMOS).
Predictor	Identifies and verifies line features present on the customer's line.
SNECS: Secured Network Element Contract Server	A peer to peer computer interface between TAFI and the Predictor and MARCH systems.
SOCS: Service Order Communication System	Issues a service order when adding a new feature to a customer's line, and verifies the status of an order.
DATH: Display Abbreviated Trouble History	A trouble history report showing the close out information on the previous trouble report.
DLETH: Display Extended Trouble History	A trouble history report showing each line of status on previous trouble reports.
DLR: Display Line Record	LMOS Display Line Record - Displays the customer's Line Record in LMOS.

If TAFI cannot identify the fault or determine the correct downstream system or work group to make the repairs, it routes the trouble to the Maintenance Assistant Screening Pool for further analysis.

The downstream systems and their relationship to TAFI are illustrated in figure 5-1.

Figure 5-1: BellSouth Trouble Administration Systems Used by ALECs



3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

TAFI functionality was tested by manually processing maintenance and repair related scenarios via both dial-up and LAN-to-LAN connections. The transactions used in this evaluation were chosen to test the applicable TAFI functions across various line types including Unbundled Network Elements – Platform (UNE-P), resale and UNE-Ports. The scenarios represent a subset

of the scenarios defined in Appendix A[11] from the Florida Master Test Plan (MTP). All basic TAFI functions[12] were executed via a LAN-to-LAN connection and via dial-up access in order to ensure the consistency of responses associated with both methods of access.

Table 5-2: TAFI Functional Scenarios

Scenario Number	Scenario Description
1	Residential POTS customer with Unbundled Network Element –Platform (UNE-P)[13] line is having problems with a vertical feature.
2	Business POTS customer with UNE-P line is having problems with a vertical feature.
3	Residential POTS customer with a UNE port service is having problems with a vertical feature.
4	Residential POTS customer with a UNE-P line is having transmission problems.
5	Residential POTS customer with a UNE port service is having transmission problems.
6	Business POTS customer with a UNE-P line is having transmission problems.
7	Business POTS customer with a UNE port service is having transmission problems.
8	Residential POTS customer with UNE port service has a problem with the area calling plan.
9	Business POTS customer with a UNE port service is having problems with out-going calls.
10	Residential POTS customer with UNE-P line has a problem with incoming calls.
11	Residential POTS customer with resale line is having problems with a vertical feature.
12	Residential POTS customer with UNE-P line is experiencing physical trouble with the line.
13	Residential POTS customer with two UNE port service has a dial tone problem on both lines.
14	Business customer with multiple UNE-P lines is having problems with incoming calls on two lines.
15	Business customer with multiple UNE-P lines is experiencing transmission problems on two lines.
16	Business customer with multiple UNE-P lines is experiencing troubles making out-going calls on two lines.
17	Business customer with multiple UNE-P lines is experiencing physical problems with two lines.

[11] Appendix A contains suggested test scenarios for several M&R tests.
[12] Not all test scenarios were executed in both the LAN–to-LAN and dial up modes.
[13] Also referred to as loop/port combination or UNE combination

Scenario	Scenario Description
18	Business customer with multiple UNE-P lines is experiencing dial tone problems with two lines.
19	Business customer with multiple UNE-P lines is having problems with incoming calls on two lines.

3.2 Targets and Measures

The test target was the accessibility and functionality of TAFI, which included reviews of the following processes and sub-processes:

- Trouble Functionality (Reporting);
  - Create/enter trouble report (TR);
  - Modify TR;
  - Close/cancel TR;
  - Retrieve TR status;
- Trouble history access;
- Access to test capability;
  - Initiate MLT;
  - Receive MLT test results;
- Retail Comparison Functionality;
  - Functional equivalence to TAFI; and
  - Trouble reporting on newly migrated lines (Within 24 hours of Service Order.)

3.3 Data Sources

The data sources for the TAFI Functional Evaluation (TVV5) included the following:

- TAFI User Guide, Issue 5 – September 2000;
- CLEC TAFI End-User Training Manual, Issue 1 – March 2000;
- Functional test logs created while conducting the functional evaluation; and
- Functional test approach statements.

3.4 Data Generation/Volumes

This test did not rely on data generation/volume testing.

3.5 Evaluation and Analysis Methods

In preparation for functional testing, interviews and observations with BellSouth Customer Service Associates (CSA), Maintenance Administrators (MAs), and management personnel from the Residential Repair Center (RRC) and Business Repair Center (BRC) were conducted.

Interview guides focusing on functionality in terms of usability and documentation served as the basis for initial questioning. Follow-up questions designed to expand the scope of some responses were also included. Interviews were conducted with ALECs providing service in Florida to understand their experiences in using TAFI.

This test was executed by exercising a defined set of TAFI functions associated with trouble management activities against test bed accounts. The CLEC TAFI User Guide and M&R test bed data were used to process 19 M&R test scenarios using TAFI. During testing, other functionality, such as edit rules, and designed errors, for example invalid entries, cancels, and repeat troubles were checked. These 19 scenarios comprised the input used to test the following product types: UNE-P POTS lines, resale POTS lines and UNE ports.

The following steps outline the test approach.

- The CLEC TAFI User Guide was reviewed to determine process steps for each of the functional tests associated with the 19 M&R scenarios defined in Table 5-2 above.
  - Functional test approach statements, including expected results for each scenario, were completed using the CLEC TAFI User Guide.
- The functional test approach statements provided the key data to be entered in the TAFI system during test execution. Due to the decision tree logic embedded in TAFI, the exact data required to perform some of the functions could not be predetermined for the functional test approach statements by referencing the user manual. Therefore, the user manual was actively used during test execution.
- In order to prevent technicians from being unnecessarily dispatched and inappropriately interrupting BellSouth operations, KPMG Consulting, with the FPSC's concurrence, took the following steps for each trouble report created:
  - The phrase TST TCKT DN DISP / PLS IGNR was placed in the narrative section of each trouble report.
  - The commitment time was set at a date one month out.
- During test execution, functional test logs were used to document steps taken by KPMG Consulting and system responses. Two categories of evaluation criteria (functionality, usability) were considered as these system responses and comments were recorded.
- As part of the data entry process, TAFI fields were validated to ensure that invalid data were flagged and that required fields were populated.
- Test scripts for manual trouble reporting transactions to be called into the Customer Wholesale Interconnect Network Service (CWINS) Center were designed since the manual reporting of troubles is documented as the back up process to electronically entering troubles.
- A review was performed of BellSouth's ability to execute trouble ticket create functions, both manually and via TAFI, on newly migrated services within 24 hours of the service order completion.

The M&R TAFI Functional Evaluation (TVV5) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the M&R TAFI Functional Test (TVV5).

The data collected were analyzed employing the evaluation criteria detailed in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 5-3. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 5-4 below.

Table 5-3: TVV5 Exception and Observation Activity

Activity	Exceptions	Observations
Total Issued	0	0
Total Disposed as of Final Report Date	0	0
Total Remaining Open as of Final Report Date	0	0

Table 5-4: TVV5 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
Existence of Documented Functionality			
TVV5-1-1	The user is able to create and enter a trouble report using TAFI and receive responses as documented.	Satisfied*	TAFI was used to create 244 trouble tickets and 100% received the expected responses.
TVV5-1-2	The user is able to create a subsequent report using TAFI and receive responses as documented.	Satisfied*	TAFI was used to create 55 subsequent reports and 100% received the expected responses.
TVV5-1-3	The user is able to enter multiple trouble reports (MTR) using TAFI and receive responses as documented.	Satisfied*	TAFI was used to enter 40 multiple trouble reports (MTR) for accounts experiencing problems on multiple lines. The user was able to create each MTR successfully and 100% received the expected responses.
TVV5-1-4	The user is able to enter and retrieve trouble reports from the queue in TAFI and receive responses as documented.	Satisfied*	TAFI was used to enter and retrieve 75 trouble reports into and from the queue and 100% received the expected responses.
TVV5-1-5	The user is able to execute supervisor functions within TAFI	Satisfied*	TAFI was used to execute the reviewing and reassigning queued report supervisor functions. These functions were

* Satisfied as of March 2001. KPMG Consulting is unable to assess the current performance of the underlying systems and/or processes due to the passage of time since the data was collected.

Test	Evaluation Criteria	Result	Comments
	and receive responses as documented.		performed for 57 telephone numbers and 100% received the expected responses.
TVV5-1-6	The user is able to close a trouble report using TAFI and receive responses as documented.	Satisfied*	TAFI was used to close 42 trouble tickets and 100% received the expected responses.
TVV5-1-7	The user is able to cancel a trouble report using TAFI and receive responses as documented.	Satisfied*	TAFI was used to cancel 132 trouble tickets and 100% received the expected responses.
TVV5-1-8	The user is able to retrieve trouble report status and receive responses as documented.	Satisfied*	TAFI was used to retrieve the trouble report status on 140 lines and 100% received the expected responses.
TVV5-1-9	The user is able to retrieve trouble history using TAFI and receive responses as documented.	Satisfied*	TAFI was used to retrieve the trouble history on 119 lines and 100% received the expected responses.
TVV5-1-10	The user is able to initiate a port and loop-port test (Mechanized Loop Tests (MLT)) using TAFI and receive responses as documented.	Satisfied*	TAFI was used to conduct 244 Mechanized Loop Tests (MLT) and 100% received the expected responses.
TVV5-1-11	The user is able to retrieve and view MLT test results using TAFI and receive responses as documented.	Satisfied*	TAFI was used to view 94 MLT test results and 100% received the expected responses.
TVV5-1-12	The user is able to retrieve a LMOS recent status report and receive responses as documented.	Satisfied*	TAFI was used to retrieve 103 LMOS recent status reports and 100% received the expected responses.
TVV5-1-13	The user is able to obtain customer line record information (BOCRIS CSR) using TAFI and receive responses as documented.	Satisfied*	TAFI was used to view 86 BOCRIS CSR reports and 100% received the expected responses.
TVV5-1-14	The user is able to obtain predictor results using TAFI and receive responses as documented.	Satisfied*	TAFI was used to obtain predictor results 95 times and 100% received the expected responses.

Test	Evaluation Criteria	Result	Comments
TVV5-1-15	The user is able to view Display Line Record (DLR) information using TAFI and receive responses as documented.	Satisfied*	TAFI was used to view 134 DLR reports and 100% received the expected responses.
TVV5-1-16	The user is able to view and resend transactions that incurred host request errors using TAFI and receive responses as documented.	Satisfied*	TAFI was used to resend five transactions that had incurred host request errors and 100% received the expected responses.
TVV5-1-17	The TAFI application provided for ALEC usage is the functional equivalent of the retail BellSouth system that is used for the same purpose.	Satisfied*	KPMG Consulting visited the Residential Repair Center and the Business Repair Center. Through interviews and observations, it was confirmed that BellSouth uses the same system (TAFI) to process retail trouble reports that it provides to ALECs. The functionality of the BellSouth retail TAFI system was examined by observing BellSouth retail Maintenance Administrators operate the system in the performance of their regular duties. It was confirmed that BellSouth retail Maintenance Administrators use the same version of the TAFI system as provided to ALECs (v1.1.1). It was also confirmed that the BellSouth ALEC TAFI system provides the same functionality as the BellSouth retail TAFI system.
Newly Transitioned Lines			
TVV5-2-1	The user is able to enter a UNE-P trouble report using TAFI within 24 hours of service order completion and receive a response as documented.	Satisfied#	TAFI was used to create 35 trouble tickets within 24 hours of service order completion and 100% received the expected responses.
TVV5-2-2	The user is able to enter a UNE-P trouble report manually through a phone call to the Customer	Satisfied#	The BellSouth Resale Maintenance Center was used to create 35 trouble reports immediately after receipt of the PCM and 100% received the expected

Satisfied between October 17, 2001 and December 7, 2001.

Test	Evaluation Criteria	Result	Comments
	Wholesale Interconnect Network Service (CWINS) Center immediately after the receipt of the provisioning completion message (PCM), and obtain a response as documented.		responses.
TVV5-2-3	The user is able to retrieve trouble history from reports created within 24 hours of service order completion using TAFI and receive responses as documented.	Satisfied[#]	TAFI was used to retrieve the trouble history on 70 lines with troubles created within 24 hours of service order completion and 100% received the expected responses.
TAFI Usability			
TVV5-3-1	The usability and timeliness of the TAFI application provided for ALEC usage is the functional equivalent of the retail BellSouth system that is used for the same purpose.	Satisfied[*]	The TAFI application usability and timeliness provided for ALEC usage is the functional equivalent of the retail BellSouth system that is used for the same purpose. TAFI looks and responds the same for ALEC and BellSouth retail users.

5.0 Parity Evaluation

This section contains the parity evaluation that compared the usability and timeliness of the TAFI application provided for ALEC usage with the TAFI application used for retail trouble administration.

5.1 Overview

In accordance with the Florida MTP, KPMG Consulting reviewed the BellSouth provided TAFI User Guides and performed transactions to verify the functions and to become knowledgeable with the system used to support wholesale service. With a full understanding of the TAFI functionality provided to ALEC users, KPMG Consulting interviewed and observed BellSouth employees in the RRC and BRC as they performed trouble administration activity using TAFI in support of retail service. Through observations of, and interviews with retail employees, KPMG Consulting was then able to compare the wholesale and retail system transactions to see if the wholesale functionality was in parity with that provided for retail service. KPMG Consulting determined that BellSouth processes for managing wholesale and TAFI transactions are in parity with processes used to manage retail system TAFI transactions.

5.2 Method of Analysis

KPMG Consulting conducted interviews with BellSouth employees and observed as they performed maintenance activity using the TAFI system provided in support of retail service to see if the features and functions of the TAFI system provided for ALEC use was in parity with that of retail.

5.3 Results

A summary of the results of the KPMG Consulting parity evaluation is presented in Table 5-5 below:

Table 5-5: TAFI Systems, Retail to Wholesale Parity Comparison

Process Target Area	TAFI System Provided for Retail	TAFI System Provided for ALECs	KPMG Consulting Comments
Usability	KPMG Consulting observed BellSouth employees perform transactions in support of retail trouble administration which included: Creating a trouble, modifying a trouble, retrieving status for a trouble, performing MLTs on accounts and, retrieving histories on closed reports. The observations looked at the data required to perform transactions, the format of screens and the results of transactions.	KPMG Consulting performed transactions against ALEC accounts which included: Creating a trouble, modifying a trouble, retrieving status for a trouble and performing MLTs on ALEC accounts, and, retrieving histories on closed reports. The tester made note of the data required to perform transactions, the format of screens and the results of transactions.	KPMG Consulting concluded that the system provided for wholesale maintenance activity was in parity with the system provided in support of retail maintenance activity. As was stated in the interviews with BellSouth, both systems are the same. No difference was observed in basic functionality other than the security rules that restrict ALEC's access to only those accounts for which they are the account owner.
Timeliness	KPMG Consulting watched the retail users process troubles and observed the time required for transactions to complete.	KPMG Consulting testers observed the time required for transactions to complete as they were performed on ALEC accounts.	KPMG Consulting concluded that the timeliness of TAFI transactions for the wholesale maintenance activity was in parity with the system timeliness provided in support of retail maintenance activity. KPMG Consulting found that all transactions times can fluctuate; however, there was no noticeable

Process Target	TAFI System Provided	TAFI System	KPMG Consulting
			difference between the transaction times between wholesale and retail maintenance transactions.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed in Table 5-4 above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 21 evaluation criteria considered for the M&R TAFI Functional Evaluation (TVV5) test. Eighteen of the 21 evaluation criteria were satisfied at the time of data collection in March 2001. As a result of the passage of time since data collection, KPMG Consulting is unable to assess the current performance of the underlying systems and/or processes associated with these 18 evaluation criteria.

Three evaluation criteria, TVV5-2-1, TVV5-2-2 and TVV5-2-3, were satisfied between October 17, 2001 and December 7, 2001. KPMG Consulting considers these three evaluation criteria of the M&R TAFI Functional Evaluation (TVV5) area satisfied at the time of the final report delivery.

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E. Test Results: M&R ECTA Functional Evaluation (TVV6)

1.0 Description

The Maintenance and Repair (M&R) Electronic Communication Trouble Administration (ECTA) Functional Evaluation (TVV6) was a comprehensive review of all of the functional elements of BellSouth's ECTA System and its conformance to documented interface specifications for M&R trouble reporting. The test was divided into two phases: Phase-1 was a basic functional evaluation of the ECTA Gateway and Phase-2 was an industry standard comparison. Phase-2 was conducted by comparing the functional elements of ECTA to those outlined in the American National Standards Institute (ANSI) T1.227, T1.228 and T1.262 standards for trouble administration.

This test was conducted by submitting trouble administration transactions against test bed accounts to the ECTA Gateway and analyzing ECTA Gateway responses to these transactions.

2.0 Business Process

This section describes BellSouth's ECTA business processes.

2.1 Business Process Description

ECTA is an electronic bonding system that provides connectivity to BellSouth's backend Loop Maintenance Operating System (LMOS) and Work Force Administration/Control (WFA/C) systems. ECTA routes trouble tickets for non-design service to LMOS and trouble tickets for design circuits to WFA/C.

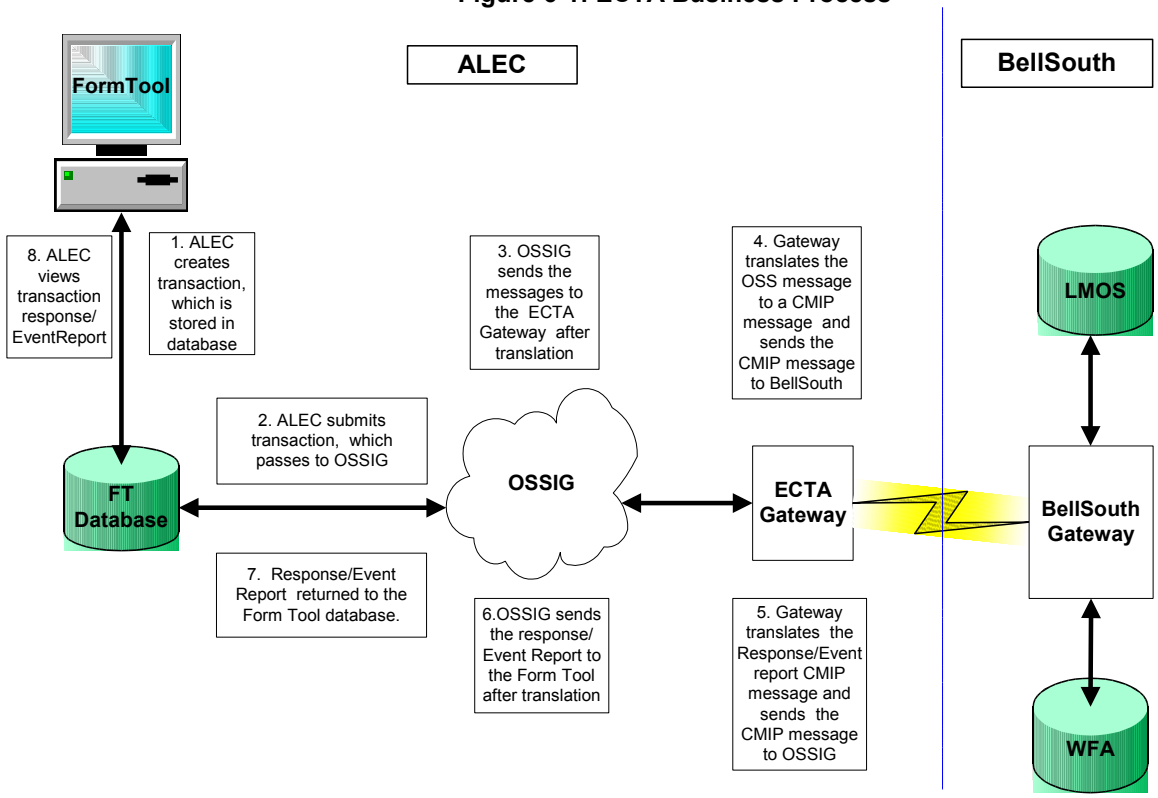
The electronic bonding platform design classifies the host company (i.e. BellSouth) as the system agent and the external user (i.e. Alternate Local Exchange Carrier (ALEC)) as the system manager. The ALEC gateway is installed and maintained by the ALEC system manager. The ALEC gateway is connected to the BellSouth gateway, which has access to the appropriate backend operations support systems (OSS) such as LMOS and WFA/C. The communication between the ALEC and BellSouth gateways is done using the national standards format.

For purposes of testing, transactions initiated by KPMG Consulting[14] consisted of data inserted into mandatory fields in KPMG Consulting's front-end tool, which is known as the Form Tool. The data submitted via the Form Tool was processed by the Form Tool Database[15]. From the database, the data flowed to the Operational Support System Interconnection Gateway (OSSIG)[16]. From OSSIG, the transactions were submitted to the ECTA Gateway (on KPMG Consulting's side), which translated the data and routed it to the BellSouth Gateway (Agent Gateway). The translated data, once submitted to the BellSouth gateway, was processed and routed to the appropriate BellSouth back-end systems such as LMOS and WFA. Responses originated from BellSouth backend systems follow the architecture described above, in the opposite direction.

The diagram below illustrates the processes involved with the transfer of trouble administration transactions between KPMG Consulting's front-end tool to the BellSouth ECTA Gateway.

[14] KPMG Consulting's Account Name as outlined in the Joint Implementation Agreement version 05/08/00 between BellSouth and KPMG Consulting is CKS.
[15] For comparative purposes, KPMG Consulting's Form Tool Database (shown in Figure 6-1), represents a real-world ALEC's back-end systems (such as LMOS and WFA).
[16] The OSSIG gateway is an internal component of KPMG Consulting's ECTA architecture.

Figure 6-1: ECTA Business Process



3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

A subset of scenarios listed in Appendix A of the Florida Master Test Plan (MTP) was used. The objective of the test was to evaluate ECTA system functionality and therefore all of the scenarios listed in Appendix A are not applicable.

3.2 Test Targets and Measures

The test target was the ECTA maintenance and repair functionality and included reviews of the following sub-processes:

- Create non-design trouble report;
- Create complex and designed trouble report;
- Modify trouble report;
- Close/Cancel trouble report;
- Front end trouble close out;

- Retrieve trouble status;
- Initiate Mechanized Loop Test (MLT) test;
- Receive MLT test results; and
- Compare functions to industry standards.

3.3 Data Sources

The sources of data for this test included reviews of the Joint Implementation Agreement (JIA) version 05/08/00, the ANSI T1.227, T1.228 and T1.262 standards and the ECTA Start-Up Guide.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The objective of the M&R ECTA Functional Evaluation (TVV6) test was to validate the existence and performance of ECTA trouble reporting and screening functionality for both telephone number-assigned and circuit identified services, in accordance with BellSouth's specifications and the ANSI T1.227, T1.228 and T1.262 standards for trouble administration. KPMG Consulting expected that the national standards would be followed unless specified differently in the JIA.

The following ECTA functions were tested in the M&R ECTA Functional Evaluation (TVV6):

- Mechanized Loop Test (MLT);
- Create trouble ticket;
- Modify trouble ticket;
- Add trouble information;
- Status inquiry;
- Close/Cancel trouble ticket; and
- Verify/Deny response.

The functional evaluation tested each of the ECTA functional processes against two criteria: presence of functionality and performance according to documentation.

The following steps outline the test approach:

1. A list of test scenarios was developed to exercise the functionality of the ECTA Gateway across all available Unbundled Network Element (UNE) line types. To obtain an exhaustive list of available ECTA Gateway functionality, KPMG Consulting followed the process an ALEC uses in implementing an interface to the BellSouth ECTA Gateway. The standard process involves an ALEC requesting that BellSouth support certain functionality and system objects in the ECTA Gateway. Negotiations between BellSouth and the ALEC occur to define final functionality and object support. KPMG Consulting followed this request/negotiation process by presenting BellSouth ECTA managers and developers with a

list of T1M1 compliant functions[17] and asking BellSouth to extract from that list an exhaustive set of available ECTA Gateway functions.

2. A test scenario portfolio was developed for each scenario. The portfolio included:
   - Data entry files for each ECTA function within a scenario that required data to be entered into the KPMG Consulting Form Tool;
   - System steps to be submitted to the test interface;
   - BellSouth Maintenance Administrator steps for functions that required responses from backend systems; and
   - Expected results for each function.

   Data entry was based on information obtained from the JIA and information provided by BellSouth Maintenance and Systems Development personnel on use of ECTA.

Data entry files from step two were uploaded into the Form Tool system.

Using the test scenario portfolios, the test scenarios were executed by:
- Using the Form Tool to access and submit data entry files to the ECTA Gateway;
- Using the Form Tool to submit transactions directly to the ECTA Gateway; and
- Prompting a BellSouth Maintenance Administrator to submit responses to the ECTA Gateway from a backend system.

The ECTA Gateway system agent log and response messages to the ECTA Test Interface were analyzed to evaluate responses and determine response times from the ECTA Gateway. System responses were documented in a test log and errors were categorized by the following underlying causes:

- ECTA functional deficiency; and
- User error.

Data from step five were compiled and mapped against the individual assessment criteria.

The M&R ECTA Functional Evaluation (TVV6) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the M&R ECTA Functional Evaluation (TVV6).

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 6-1. For additional exception and observation information, refer to Appendices D and E, respectively. The evaluation criteria and test results are presented in Table 6-2.

[17] The ANSI T1.228 standard lists 18 functions that can be included in a T1M1 compliant gateway. In addition, ANSI T1.262 adds the POTS line testing function (MLT) to the original 18.

Table 6-1: TVV6 Exception and Observation Activity

Activity	Exceptions	Observations
Total Issued	0	3
Total Disposed as of Final Report Date	0	3
Total Remaining Open as of Final Report Date	0	0

Table 6-2: TVV6 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
TVV6-1	The user is able to enter trouble reports on established non-design service accounts via ECTA and receive the expected responses.	Satisfied*	KPMG Consulting validated that the user is able to enter trouble reports on established non-design service accounts via ECTA and receive the expected responses. KPMG Consulting applied a benchmark of 95%. Following the criteria set forth in the JIA, ECTA was used to enter 40 trouble reports on established non-design service accounts. Expected responses were received on 100% of the transactions.
TVV6-2	The user is able to enter trouble reports on established design and complex services accounts via ECTA and receive the expected responses.	Satisfied*	KPMG Consulting validated that the user is able to enter trouble reports on established design and complex services accounts via ECTA and receive the expected responses. KPMG Consulting applied a benchmark of 95%. Following the criteria set forth in the JIA, ECTA was used to enter 37 trouble reports on established design and complex services accounts. Expected responses were received on 100% of the transactions.
TVV6-3	The user is able to request trouble report status from ECTA and receive the expected responses.	Satisfied*	KPMG Consulting validated that the user is able to request trouble report status from ECTA and receive the expected responses. KPMG Consulting applied a benchmark of 95%.

* Satisfied as of February 22, 2001. KPMG Consulting is unable to assess the current performance of the underlying systems and/or processes due to the passage of time since the data was collected.

			Following the criteria set forth in the JIA, ECTA was used to check the status of 11 trouble tickets. Expected responses were received on 100% of the transactions.
TVV6-4	The user is able to add trouble information to ECTA trouble reports and receive the expected response.	Satisfied*	KPMG Consulting validated that the user is able to add trouble information to ECTA trouble reports and receive the expected response. KPMG Consulting applied a benchmark of 95%. Following the criteria set forth in the JIA, ECTA was used to add information to 17 trouble reports. Expected responses were received on 100% of the transactions.
TVV6-5	The user is able to modify trouble administration information on ECTA trouble reports and receive expected responses.	Satisfied*	KPMG Consulting validated that the user is able to modify trouble administration information on ECTA trouble reports and receive expected responses. KPMG Consulting applied a benchmark of 95%. Following the criteria set forth in the JIA, ECTA was used to modify information on 18 trouble reports. Expected responses were received on 100% of the transactions.
TVV6-6	The user is able to close/cancel trouble reports in ECTA and receive the expected responses.	Satisfied*	KPMG Consulting validated that the user is able to close/cancel trouble reports in ECTA and receive the expected responses. KPMG Consulting applied a benchmark of 95%. Following the criteria set forth in the JIA, ECTA was used to close/cancel 20 trouble tickets. Expected responses were received on 100% of the transactions.
TVV6-7	The user is able to respond to trouble repair completion notifications and receive the expected response.	Satisfied*	KPMG Consulting validated that the user is able to respond to trouble repair completion notifications and receive the expected response. KPMG Consulting applied a benchmark of 95%. Following the criteria set forth in the JIA, ECTA was used to verify repair

			completion on six trouble tickets. All variations of the verify transactions were tested. Expected responses were received on 100% of the transactions.
TVV6-8	The user is able to initiate and conduct Mechanized Loop Tests and receive expected responses.	Satisfied[18]	KPMG Consulting validated that the user is able to initiate and conduct Mechanized Loop Tests and receive expected responses. KPMG Consulting applied a benchmark of 95%. Following the criteria set forth in the JIA, ECTA was used to submit 40 MLT transactions. Expected responses were received on 38 of the 40 transactions resulting in 95% success [19].
TVV6-9	The ECTA system adheres to industry standards.	Satisfied*	KPMG Consulting validated that the ECTA system adheres to industry standards. A total of 172 transactions were transmitted via ECTA to verify that all electronic bonding attributes were designed according to T1M1 standards and JIA requirements. All transactions were submitted and received according to the industry standards.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were nine evaluation criteria considered for the M&R ECTA Functional Evaluation (TVV6) test. Eight evaluation criteria were satisfied at the time of data collection, which was February 2001. As a result of the passage of time since data collection, KPMG Consulting is unable to assess the current performance of the underlying systems and/or processes for eight evaluation criteria.

TVV6-8 evaluation criterion was retested in March 2002 as a result of an observation. KPMG Consulting considers this evaluation criterion of the M&R ECTA Functional Evaluation (TVV6) area satisfied at the time of the final report delivery.

[18] Satisfied as of March 2002.
[19] KPMG Consulting did not build the MLT interface on the ECTA system. Testing was completed with the assistance of a Friendly CLEC.

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F. Test Results: M&R TAFI Performance Evaluation (TVV7)

1.0 Description

The Maintenance and Repair (M&R) Trouble Analysis Facilitation Interface (TAFI) Performance Evaluation (TVV7) was a transaction driven test designed to evaluate the behavior of the BellSouth trouble administration system and its interfaces under varying load conditions. The objective of this evaluation was to test the responsiveness of the BellSouth trouble administration system developed for Alternative Local Exchange Carriers (ALEC) during normal, peak, and stress load conditions.

The M&R TAFI Performance Evaluation (TVV7) was conducted in two phases. In Phase I, TAFI responsiveness was measured for normal and peak loads. Transaction sets were used in Phase I to simulate projected March 2002 volumes for normal, peak busy hour, and peak busy day operations. In Phase II, TAFI responsiveness was measured for stress loads. Phase I normal load tests were executed on March 12, 2001 and March 14, 2001 and the peak load test was executed on March 26, 2001. The Phase II stress load test was executed on March 28, 2001.

The M&R TAFI Performance Evaluation (TVV7) was executed in BellSouth's production environment by exercising a defined set of TAFI functions associated with trouble management activities against test bed accounts. The TAFI functions that were targeted by this test included the entry and resolution of trouble reports, access to test capabilities, access to trouble history, and access to back-end systems that are used by the TAFI application.

2.0 Business Process

This section describes BellSouth's TAFI business process.

2.1 Business Process Description

TAFI is a rules-based system that provides automated trouble receipt and screening functionality to both ALEC and BellSouth retail repair center users. TAFI is designed to guide users through a series of questions and instructions in order to allow an initial point of contact to resolve or route non-design customer service problems. TAFI acts as a tool that collects data from the user and the various downstream systems in order to generate recommendations for resolving Plain Old Telephone Service (POTS) problems. Reports generated by TAFI fall into one of three categories: resolved/closed, routed to the appropriate entity for resolution, or cancelled. While TAFI does not perform any repair functions, it directs to downstream systems that can repair certain trouble types in real time such as vertical features.

The TAFI application is used for the following M&R transactions:

- Create Trouble Reports including multiple (reporting more than one telephone number) and subsequent trouble reports;
- Cancel Trouble Reports;
- Initiate Mechanized Loop Test (MLT);
- Receive MLT Results;
- Retrieve Loop Maintenance Operating System (LMOS) Recent Status Report;
- Obtain Customer Line Records;

- Obtain Predictor results;
- View Display Line Record (DLR);
- Retrieve Trouble History; and
- Use of TAFI provided Supervisor Functions;

2.1.1 TAFI Application

TAFI is accessed using a Telnet protocol through a LAN-to-LAN or dial-up connection[20] to BellSouth. TAFI uses a unique window format that is divided into three types: Main Menu, Sub Menus, and Pop-up Windows.

Both BellSouth Retail and ALECs use the TAFI system for handling POTS trouble reports. The version created for ALECs is similar to the BellSouth retail version for trouble processing functionality, with the following differences:

- The ALEC is restricted to accessing BellSouth records for its own customers.
- The TAFI Supervisor function is confined for a given CLEC User Group,
- BellSouth Retail processes its residential and business customers on different TAFI servers, while there is currently one system for all ALEC customers.

TAFI interacts with specific BellSouth downstream systems, the functions of which fall within two primary areas:

- Trouble administration systems for non-design service; and
- Test systems for fault identification.

The downstream systems and their functions, as well as reports accessed by TAFI are highlighted in Table 7-1 below. Multiple copies of TAFI exist for load balancing purposes, and provide identical functionality.

Table 7-1: BellSouth M&R Downstream Systems and Reports Accessed by TAFI

System	Description
CRIS: Customer Record Inventory System	Provides service order information including Name, Address, Class of Service, Maintenance Plan, Restrictions, Features, and Preferred Interexchange Carrier (PIC).
LMOS: Loop Maintenance Operations System	Supplies trouble ticket processing and the following information: Name and Address verification, Working condition, Trouble History, Commitments, Failure information, Unit #, Pending Reports, Status, Category of Report and Pending Service Order information.
MARCH: Memory Administration Recent Change History	Provides the mechanism to add or delete switch features to or from a line.
MLT: Mechanized Loop Testing	Provides loop testing on the customer's line and diagnostic recommendations.

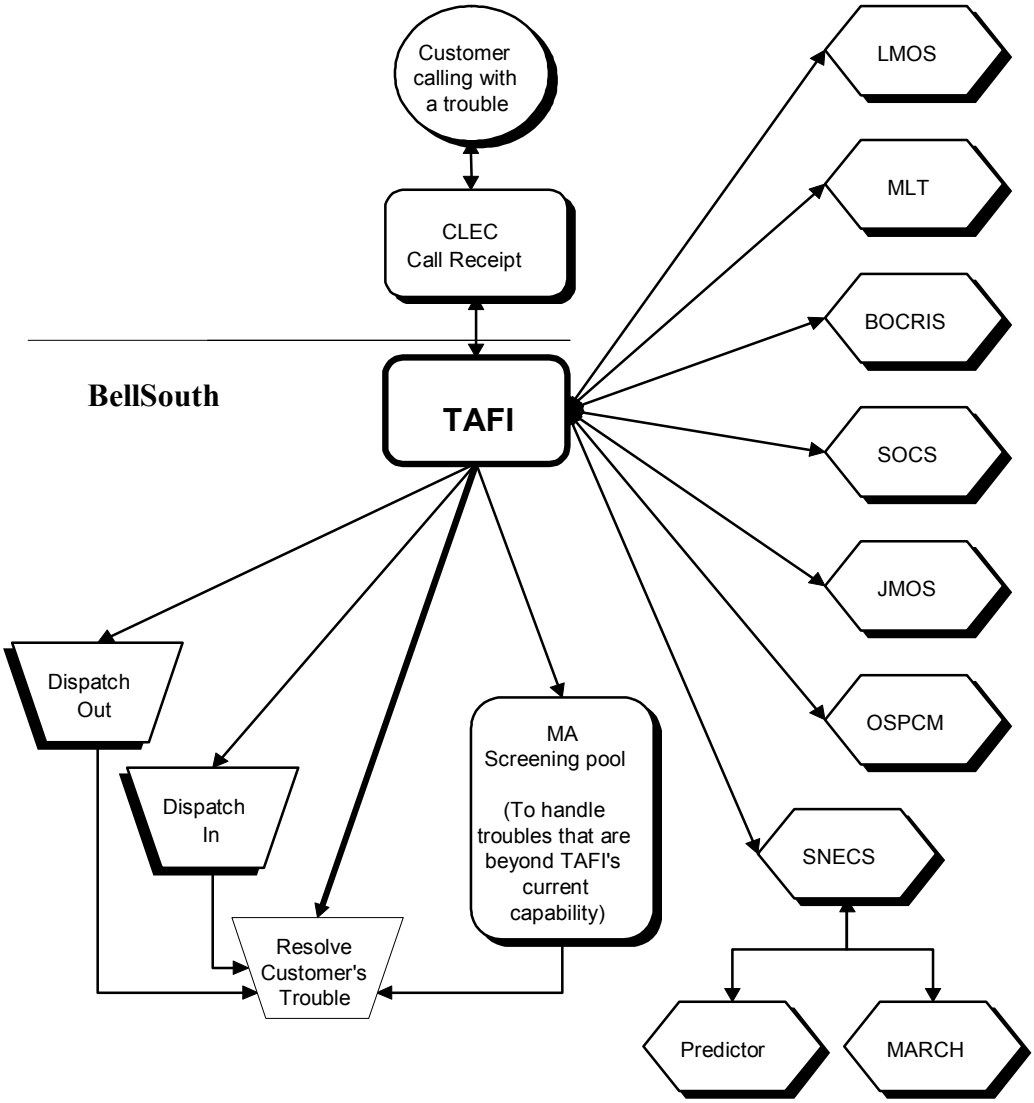
[20] TAFI does not support a Graphical User Interface (GUI).

System	Description
OSPCM: Outside Plant Construction Management System	The Navigator compatible replacement for JMOS.
Predictor	Identifies and verifies line features present on the customer's line.
SNECS: Secured Network Element Contract Server	A peer to peer computer interface between TAFI and the Predictor and MARCH systems.
SOCS: Service Order Communication System	Issues a service order when adding a new feature to a customer's line, and verifies the status of an order.
DATH: Display Abbreviated Trouble History	An LMOS trouble history report showing the close out information on the previous trouble report.
DLETH: Display Extended Trouble History	An LMOS trouble history report showing each line of status on previous trouble reports.
DLR: Display Line Record	Displays the customer's Line Record in LMOS.
LNP: Local Number Portability Status	Checks the status of the ported numbers.
NIW: Network Information Warehouse	Checks for Central Office blocking.

If TAFI cannot identify the fault or determine the correct downstream system or work group to make the repairs, it routes the trouble to either the Maintenance Assistant Screening Pool for further analysis or to the Work Management Center (WMC) for dispatching of technicians to the Central Office (Dispatch In) or the customer site (Dispatch Out).

The downstream systems and their relationship to TAFI are illustrated in figure 7-1[21].

Figure 7-1: ***BellSouth Trouble Administration Systems Used by ALECs***



3.0 Methodology

This section summarizes the test methodology.

[21] Figure 7-1 represents Figure 2 from BellSouth's Trouble Processing with TAFI in the CLEC TAFI User Guide, Issue 5, September2000.

3.1 Scenarios

Scenarios are not applicable to the M&R TAFI Performance Evaluation (TVV7); however the transaction sets included a mix of the following M&R transaction types consistent with current system usage:

- Create trouble reports;
- Cancel trouble reports;
- Initiate MLT results;
- Receive MLT results;
- Retrieve LMOS recent status report;
- Obtain customer service records (CRIS);
- Obtain Predictor results;
- View DLR; and
- Retrieve trouble history.

3.2 Test Targets and Measures

The test target was the TAFI system. Included in the evaluation were the following processes and sub-processes:

- Performance;
  - Projected normal loads;
  - Projected peak loads;
  - Projected stress load;
- TAFI back-end system response times;
  - LMOS;
  - CRIS;
  - Predictor
  - DLR;
- DLETH;
- MLT;
- Trouble reporting;
  - Create;
  - Close/cancel trouble report; and
- Test Capability - Mechanized Loop Test (MLT).

3.3 Data Sources

The data sources for the M&R TAFI Performance Evaluation (TVV7) include the following:

- TAFI User Guide, Issue 5, September 2000;
- Volume forecast and analysis;
- Test result data extracted from the TAFI system; and
- Response time data for normal, peak and stress days.

3.4 Data Generation/Volumes

A scripting tool was used to submit transactions at projected March 2002 normal, peak, and stress loads. KPMG Consulting collected the transaction times and counts for use in the test data analysis.

For the purpose of this test, each day consisted of seven normal hours and five peak hours. Every peak hour corresponded to a transaction flow rate that was 1.5 times the normal flow rate while every stress hour corresponded to a transaction flow rate that was 2.5 times the normal flow rate.

Since the volume test was executed on BellSouth's TAFI system during normal business hours, KPMG Consulting accounted for the volume of live transactions that went through the TAFI system while the volume test transactions occurred. The number of transactions created every hour was the difference in the March, 2002-forecasted number and the actual numbers for February 2001. The different load conditions are summarized in the table below.

Table 7-2: TAFI Load Conditions

Load Condition	Definition
Normal Hour Load	Load based on projected March 2002 minus February 2001 Normal Load
Peak Hour Load	Load based on 1.5 times Load based on projected March 2002 minus February 2001 Normal Load
Stress Hour Load	Load Based on 2.5 times Load based on projected March 2002 minus February 2001 Normal Load

The TAFI application is shared by all nine states in the BellSouth region. Transactions entered into the TAFI application are routed to backend systems for each state. In order to simulate a Florida only volume for BellSouth, KPMG Consulting also simulated volume entering the BellSouth TAFI gateway for the other eight BellSouth states. Only Florida transactions for BellSouth were processed by the backend systems. Non-Florida BellSouth transactions were simulated by submitting trouble tickets to the TAFI training environment. The training environment stops transactions from accessing the backend systems.

3.4.1 March 2002 Projected Normal Volume Load

BellSouth projected that by March 2002 ALECs will have approximately 5.6 million BellSouth lines in use. The projected lines by product type for March 2002 are as follows:

Table 7-3: BellSouth Lines Projection as of March 2002

Line Type	March 2002 Lines
Resale	1,831,146
UNE Loop and Port	2,300,040
Other (includes LNP, unbundled loops)	1,477,523
Total	5,608,709

The total projected troubles reported through the TAFI gateway in March 2002 are the sum of all the individual troubles by line type. A trouble report rate per line per month of 3%[22] and the assumption that TAFI is used to report troubles for 50%[23] of POTS lines were applied to the March 2002 projected lines in service. BellSouth reported that circuits such as Local Number Portability (LNP) and unbundled loops have a lower trouble report rate. Thus, in order to adjust "TAFI usage load" for the lower trouble report rate, a correction factor of 27.9%[24] was applied to lines comprising the "Other" Line Type category in Table 7-3. The result of the application of these assumptions to the projected March 2002 lines in use is exhibited in Table 7-4 below:

Table 7-4: Projected March 2002 BellSouth TAFI Usage Load

Line Type	March 2002 Lines	Trouble Report Rate	TAFI use for Trouble Reporting	Projected March 2002 Troubles
Resale	1,831,146	3%	50%	27,467[25]
UNE Loop & Port	2,300,040	3%	50%	34,501[26]
Other (includes LNP, unbundled loops)	1,477,523	3%	50%	6,183[27]
Total				**68,151**

As exhibited in Table 7-4, a total of 68,151 wholesale trouble reports were projected to be reported via TAFI in March 2002.

[22] Data provided by BellSouth.
[23] Assumption made by BellSouth in order to account for other means of trouble reporting such as phone, fax, and Electronic Communication Trouble Administration (ECTA).
[24] The 27.9% correction factor is calculated by taking a weighted average of BellSouth reported LNP trouble impact of 15% and a 50% trouble reports closed to loop problems.
[25] The number is calculated by multiplying 1,831,146 * 0.03 * 0.50.
[26] The number is calculated by multiplying 2,300,040 * 0.03 * 0.50.
[27] The number is calculated by multiplying 1,477,523 * 0.03 * 0.50 * 0.279. The 0.279 is LNP correction factor.

3.4.2 February 2001 Projected Normal Volume Load

BellSouth data on the wholesale lines in use in February 2001 is outlined below in Table 7-5:

Table 7-5: Bell South Lines Projection as of February 2001

Line Type	February 2001 Lines
Resale	1,204,067
UNE Loop and Port	1,509,067
Other (includes LNP, unbundled loops)	950,299
Total	3,663,433

The total projected troubles reported through the TAFI gateway in February 2001 are the sum of all the individual troubles by line type. A trouble report rate per line per month of 3%[28] and the assumption that TAFI is used to report troubles for 50%[29] of POTS lines were applied to the February 2001 projected lines in service. BellSouth reported that circuits such as LNP and unbundled loops have a lower trouble report rate. Thus, in order to adjust "TAFI usage load" for the lower trouble report rate, a correction factor of 27.9%[30] was used. The result of the application of these assumptions to the projected February 2001 lines in use is exhibited in Table 7-6 below:

Table 7-6: February 2001 BellSouth Calculated TAFI Usage Load

Line Type	March 2002 Lines	Trouble Report Rate	TAFI use for Trouble Reporting	Projected February 2001 Troubles
Resale	1,204,067	3%	50%	18,061[31]
UNE Loop & Port	1,509,067	3%	50%	22,636[32]
Other (includes LNP, unbundled loops)	950,299	3%	50%	3,977[33]
Total				**44,674**

The number of trouble reports per hour was calculated by assuming that 90% of trouble reports occur on the 22 average weekdays during a month and that 85% of all daily trouble tickets are handled between 7 a.m. and 7 p.m. It was also assumed that a BellSouth normal 12-hour day consists of 14.5 (seven normal hours and five peak hours, where each peak hour is 1.5 times a

[28] Data provided by BellSouth.
[29] Assumption made by BellSouth in order to account for other means of trouble reporting such as phone, fax, and Electronic Communication Trouble Administration (ECTA).
[30] The 27.9% correction factor is calculated by taking a weighted average of BellSouth reported LNP trouble impact of 15% and a 50% trouble reports closed to loop problems.
[31] The number is calculated by multiplying 1,204,067 * 0.03 * 0.50.
[32] The number is calculated by multiplying 1,509,067 * 0.03 * 0.50.
[33] The number is calculated by multiplying 950,299 * 0.03 * 0.50 * 0.279. The 0.279 is LNP correction factor.

normal hour) normal hours. The application of these assumptions[34] to the projected March 2002 and February 2001 total monthly trouble reports yields Table 7-7:

Table 7-7: Calculated February 2001 and March 2002 Hourly Trouble Reports

Date	Projected Troubles	Week Day Trouble tickets	Average Week days in Month	Tickets handled from 7 a.m. to 7 p.m.	Normal 12-hour day consists of seven normal hours and five peak hours	Trouble Reports
March, 2002	68,151	90%	22	85%	14.5	163[35]
February, 2001	44,674	90%	22	85%	14.5	107[36]
Difference between March 2002 and February 2001						**56**

Since the volume test was executed in a live environment, KPMG Consulting accounted for the volume of live transactions that went through the TAFI system while the volume test was conducted. The difference of the projected load for March 2002 and the trouble report load expected during a normal hour on the test date in February 2001 was submitted. The number of transactions submitted per hour is shown above in Table 7-7 and is calculated as 56.

Several transactions occurred for each trouble report entered into TAFI. The frequency of each transaction that occurred for every trouble reported is defined in Table 7-8: Transactions Per Hour – Normal Volume.

According to BellSouth documentation, 18.42% of the trouble report volume was specific to Florida. Table 7-8 also lists the Florida bound transaction distribution projected for a normal hour. Therefore, 10 (.1842*56) of the 56 normal load test's trouble reports accessed backend systems in Florida, while the other 46 were captured at the TAFI processor and proceeded no further.

Table 7-8: Transactions Per Hour - Normal Volume

Transaction	Transactions / Create	FL - Transactions/ Hour	Total Transactions/ Hour
Create trouble reports			
Communicate with LMOS	1.0	10	56
Obtain customer line records (CRIS)	1.0	10	56
View Direct Line Record (DLR)	1.0	10	56

[34] The assumptions outlined in this paragraph are standard KPMG Consulting assumptions formulated and applied based on professional judgment.
[35] The number was calculated using the numbers from the table (68,151*0.9÷22)*.85/14.5.
[36] The number was calculated using the numbers from the table (44,674*0.9÷22)*.85/14.5.

Transaction	Transactions / Create	FL - Transactions/ Hour	Total Transactions/ Hour
Initiate Mechanized Loop Test (MLT)	0.60	6	34
View MLT test results	0.60	6	34
Obtain Predictor results	0.04	1	2
Retrieve trouble history (DLETH)	0.04	1	2
Cancel Trouble Ticket	1.00[37]	10	56
Total		**54**	**296**

The normal test consisted of two days of 12 hours of normal load volume testing. The normal day tests were conducted on March 12 and March 14, 2001 and consisted of 56 transactions per hour. The goal was to execute at least 1,344 (24*56) transactions over a period of 2 normal load days.

3.4.3 Peak Volume Load

The peak hour was conducted at a load of 1.5 times the normal volume. The 558 transactions per hour calculated as the peak volume were used as the load for the peak volume test. According to BellSouth documentation, 18.42% of trouble report volume is specific to Florida. Therefore, 103 (.1842*558) of the 558 peak load test's transactions accessed backend end systems in Florida, while the other 455 were captured at the TAFI processor and proceeded no further.

The peak test consisted of 12 hours of peak load volume testing. The peak day test was conducted on March 26, 2001. The goal was to execute at least 1,236 (12*103) transactions over a period of one peak load day.

3.4.4 Stress Volume Load

The stress load was conducted at 2.5 times the normal volume. The 1,249 transactions per hour calculated as the stress volume was used as the load for the stress volume test. According to BellSouth documentation, 18.42% of trouble report volume is specific to Florida. Therefore, 230 (.1842*1,249) of the 1,249 stress load test's transactions accessed backend systems in Florida, while the other 1,019 were captured at the TAFI processor and proceeded no further. The stress test consisted of 12 hours of stress load volume testing. The stress day test was conducted on March 28, 2001. The goal was to execute at least 2,760 (12*230) transactions over a period of one stress load day.

3.5 Evaluation and Analysis Methods

The M&R TAFI Performance Evaluation (TVV7) included the following steps:

[37] According to BellSouth statistics, 56% of the trouble tickets that are created are carried through to closure. 44% of the trouble tickets that are created are cancelled. A BellSouth field technician closes a trouble ticket if the ticket has been dispatched or it can be front-end closed out by an ALEC. For the purpose of this test, all tickets were cancelled to avoid field dispatch and to ensure uniformity of TAFI responses to programmed automated transactions over numerous iterations.

- The M&R TAFI test was conducted four times over four days. The first two executions used transaction sets of sufficient number and variation to simulate projected March 2002 volume for normal day operations. The third execution was a peak multiple (1.5) of the volume used for the normal day execution to test TAFI under peak load conditions. The fourth execution was a stress multiple (2.5) of the volumes used in the first two executions to test TAFI under stress load conditions.
- Profiles for the normal, peak, and stress tests outlining the transaction order and transaction timing were developed using the BellSouth forecast for TAFI troubles.
- The transaction type, data required, and the expected outcome for each transaction of the normal, peak, and stress load tests were defined and outlined for input into the test tool.
- TAFI responsiveness for the following transaction types was tested:
  - Create trouble reports;
  - Cancel trouble reports;
  - Initiate MLT results;
  - Receive MLT results;
  - Retrieve LMOS recent status report;
  - Obtain customer line records (CRIS);
  - Obtain Predictor results;
  - View DLR; and
  - Retrieve trouble history
- The scripting tool was populated and the data submitted to the TAFI application server.
- The performance volume test was conducted over four days consisting of two normal load days, one peak load day, and one stress load day. The testing occurred for twelve hours on each testing day.
- TAFI responses and response times for various backend systems were captured and analyzed.
- Response times from the performance evaluation were compared to the BellSouth retail data.

The M&R TAFI Performance Evaluation (TVV7) included a checklist of evaluation measures developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation measures provided the framework of norms, standards, and guidelines for the M&R TAFI Performance Evaluation (TVV7).

The data collected were analyzed employing the evaluation criteria identified in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 7-9. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 7-10.

Table 7-9: TVV7 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	0	0
Total Disposed as of Final Report Date	0	0
Total Remaining Open as of Final Report Date	0	0

Table 7-10: TVV7 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
TVV7-1	Normal load transaction volumes are submitted and returned through the TAFI gateway.	Satisfied*	KPMG Consulting validated that normal load transaction volumes are submitted and returned through the TAFI gateway. KPMG Consulting applied a benchmark of 95%. 1,392 normal hour transactions were submitted to determine if BellSouth's TAFI system processed transactions accurately. 1,378 transactions (99%) resulted in a successful response
TVV7-2	Peak load transaction volumes are submitted and returned through the TAFI gateway.	Satisfied*	KPMG Consulting validated that peak load transaction volumes are submitted and returned through the TAFI gateway. KPMG Consulting applied a benchmark of 95%. 1,236 peak hour transactions were submitted to determine if BellSouth's TAFI system processed transactions accurately. 1,227 transactions (99%) resulted in a successful response.

* Satisfied as of March 22, 2001. KPMG Consulting is unable to assess the current performance of the underlying systems and/or processes due to the passage of time since the data was collected.

Test Reference	Evaluation Criteria	Result	Comments
TVV7-3	Stress load transaction volumes are submitted and returned through the TAFI gateway.	Satisfied*	KPMG Consulting validated that stress load transaction volumes are submitted and returned through the TAFI gateway. KPMG Consulting applied a benchmark of 95%. 2,760 transactions stress hour transactions were submitted to determine if BellSouth's TAFI system processed transactions accurately. 2,672 transactions (97%) resulted in a successful response.
TVV7-4	Average response time for retrieving an LMOS recent status report using TAFI is in parity with retail.	Satisfied*	KPMG Consulting validated the average response time for retrieving an LMOS recent status report using TAFI is in parity with retail. 99.9% of ALEC TAFI LMOS reports were retrieved with a response time of less than 4 seconds. 99.8% of BellSouth Retail TAFI LMOS reports were retrieved with a response time of less than 4 seconds. KPMG Consulting compared the average response time for obtaining customer line records within 10 seconds. The average response time for retrieving an LMOS recent status report using ALEC TAFI was found to be at parity with Retail TAFI.

Test Reference	Evaluation Criteria	Result	Comments
TVV7-5	Average response time for obtaining customer line records (from CRIS database) using TAFI is in parity with retail.	Satisfied*	KPMG Consulting validated the average response time for obtaining customer line records (from CRIS database) using TAFI is in parity with retail. 99% of ALEC TAFI customer line records were retrieved with a response time of less than 10 seconds. 99% of BellSouth Retail TAFI customer line records were retrieved with a response time of less than 10 seconds. KPMG Consulting compared the average response time for retrieving an LMOS recent status report using TAFI within 10 seconds. The average response time for retrieving a customer line records using ALEC TAFI was found to be at parity with Retail TAFI.
TVV7-6	Average response time for obtaining predictor results using TAFI is in parity with retail.	Satisfied*	KPMG Consulting validated the average response time for obtaining predictor results using TAFI is in parity with retail. 24% of ALEC TAFI predictor system access had a response time of less than 10 seconds. 14% of BellSouth Retail TAFI predictor system access had a response time of less than 10 seconds. KPMG Consulting compared the TAFI predictor responses within 10 seconds. The average response time for obtaining predictor results using ALEC TAFI was found to be better than Retail TAFI.

Test Reference	Evaluation Criteria	Result	Comments
TVV7-7	Average response time for obtaining DLR information using TAFI is in parity with retail.	Satisfied*	KPMG Consulting validated the average response time for obtaining DLR information using TAFI is in parity with retail. 98% of ALEC TAFI DLR information was retrieved with a response time of less than 10 seconds. 90% of BellSouth Retail TAFI DLR information was retrieved with a response time of less than 10 seconds. KPMG Consulting compared the response time for obtaining DLR information using TAFI within 10 seconds. The average response time for obtaining DLR results using ALEC TAFI was found to be better than Retail TAFI.
TVV7-8	Average response time for obtaining trouble history using TAFI is in parity with retail.	Satisfied*	KPMG Consulting validated the average response time for obtaining trouble history using TAFI is in parity with retail. Trouble History in TAFI is retrieved by back-end system DLETH. 95% of ALEC TAFI trouble history using DLETH information was retrieved with a response time of less than 10 seconds. 81% of BellSouth Retail TAFI trouble history using DLETH information was retrieved with a response time of less than 10 seconds. KPMG Consulting compared the response time for obtaining trouble history using TAFI within 10 seconds. The average response time for retrieving results using ALEC TAFI was found to be better than Retail TAFI.

Test Reference	Evaluation Criteria	Result	Comments
TVV7-9	Trouble ticket create function does not degrade under increasing load.	Satisfied*	KPMG Consulting validated that trouble ticket create function does not degrade under increasing load. KPMG Consulting applied a benchmark of 95%. KPMG Consulting observed a 98.3% success rate on creating trouble tickets during the TAFI performance test. No performance degradation was observed under increasing loads.
TVV7-10	Trouble ticket close/cancel function does not degrade under increasing load.	Satisfied*	KPMG Consulting validated that trouble ticket close/cancel function does not degrade under increasing load. KPMG Consulting applied a benchmark of 95%. KPMG Consulting observed a 99.6% success rate on close/cancel requests during the TAFI performance test. No performance degradation was observed under increasing loads.
TVV7-11	MLT testing performance does not degrade under increasing load.	Satisfied*	KPMG Consulting validated that MLT testing performance does not degrade under increasing load. KPMG Consulting applied a benchmark of 95%. KPMG Consulting observed a 96.4% success rate on MLT requests during the TAFI performance test. No performance degradation was observed under increasing loads.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 11 evaluation criteria considered for the M&R TAFI Performance Evaluation (TVV7) test. All 11 evaluation criteria were satisfied at the time of data collection, which was March

2001. As a result of the passage of time since data collection, KPMG Consulting is unable to assess the current performance of the underlying systems and/or processes.

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G. Test Results: M&R ECTA Performance Evaluation (TVV8)

1.0 Description

The Maintenance and Repair (M&R) Electronic Communication Trouble Administration (ECTA) Performance Evaluation (TVV8) was a transaction driven test designed to evaluate the behavior of BellSouth's ECTA system and its interfaces associated with maintenance and repair processes under load conditions.

The key objective of the volume test was to determine if BellSouth is able to handle volumes in a post-271 environment. The purpose of the volume test was to identify the capacity and potential choke points at projected future transaction volumes. The volume test looks at the performance of BellSouth's ECTA maintenance and repair system at projected future volumes. The forecasted date reflects anticipated volumes after BellSouth is granted approval to provide interLATA service pursuant to Section 271 of the Act. The forecast date of the "anticipated volumes" is the estimated test completion date plus nine months. The nine months was derived based on an assumption of three months for 271 approval and a six-month "ramp-up" period in ALEC volumes after FCC 271 approval is granted.

The volume test was conducted in four phases. The first and second phases used transaction sets of sufficient number and variation established to simulate projected August 2002 volumes for normal hour operations. The third phase used transaction sets established to simulate projected September 2002 volumes for peak hour[38] operations. The fourth phase used transaction sets calculated to simulate projected September 2002 volumes for stress hour[39] operations. The projected transaction volume was determined by analyzing historical ALEC maintenance and repair behavior and BellSouth regional volume forecasts.

The M&R ECTA Performance Evaluation (TVV8) was executed in BellSouth's production environment by exercising a defined set of ECTA functions associated with trouble management activities against test bed accounts. The ECTA functions targeted by this test included the entry and resolution of trouble reports and access to backend systems used by the ECTA application.

2.0 Business Process

This section provides a description of the processes used by the ALEC for managing trouble activities using ECTA.

2.1 Business Process Description

ECTA is an electronic bonding system that provides connectivity to BellSouth's backend Loop Maintenance Operating System (LMOS) and Work Force Administration/Control (WFA/C) systems. ECTA routes trouble tickets for non-design service to LMOS and trouble tickets for design circuits to WFA/C.

The electronic bonding platform design classifies the host company (i.e. BellSouth) as the system agent and the external user (i.e. Alternate Local Exchange Carrier or ALEC) as the system manager. The ALEC gateway is installed and maintained by the ALEC system manager. The ALEC gateway is connected to the appropriate backend operations support systems (OSS) such as LMOS and WFA/C on the ALEC's side, and to the Incumbent Local Exchange Carrier (ILEC)

[38] The peak hour volume was calculated using a multiple of 1.5 times the normal hour volume.
[39] The stress hour volume was calculated using a multiple of 2.5 times the normal hour volume.

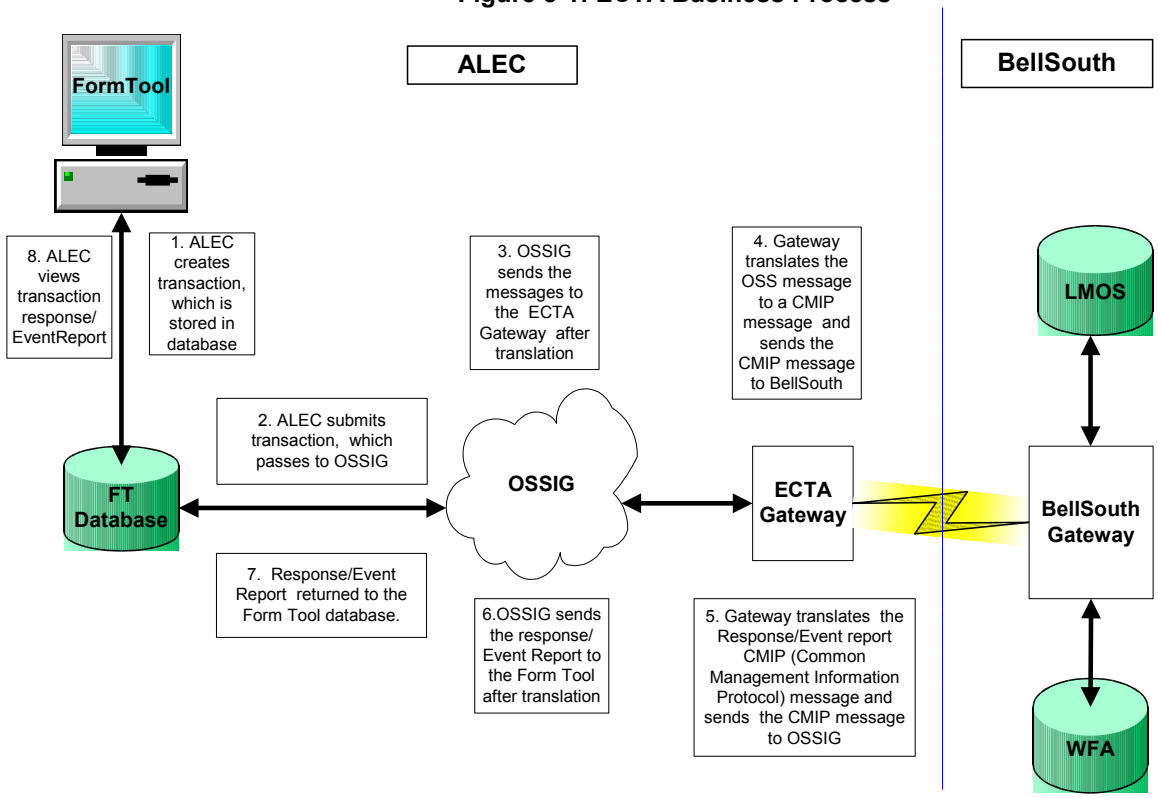
gateway on the opposite side. Communication between the ALEC and ILEC gateways is accomplished using the American National Standards Institute (ANSI) national standards format.

A transaction initiated by KPMG Consulting[40] consisted of data inserted into mandatory fields[41] in KPMG Consulting's front-end tool. KPMG Consulting's front-end tool is known as the Form Tool. The Form Tool Database[42] processed the data submitted via the Form Tool. From the database, the data flowed to the Operational Support System Interconnection Gateway (OSSIG).[43] From OSSIG, the transactions were submitted to the ECTA Gateway (on KPMG Consulting's side), which translated the data and routed it to the BellSouth Gateway (Agent Gateway). The translated data once submitted to the BellSouth gateway was processed and routed to the appropriate BellSouth back-end systems such as LMOS and WFA. Responses originated from BellSouth backend systems and traveled employing the architecture described above, in the opposite direction.

Figure 8-1 illustrates the processes involved with the transfer of trouble administration transactions between KPMG Consulting's front-end tool to the BellSouth ECTA Gateway.

[40] KPMG Consulting's Account Name as outlined in the Joint Implementation Agreement version 05/08/00 between BellSouth and KPMG Consulting is CKS-LSR.
[41] Mandatory fields were identified in the Joint Implementation Agreement version 05/08/00 between BellSouth and KPMG Consulting.
[42] For comparative purposes, KPMG Consulting's Form Tool Database (shown in Figure 6-1), represents a real-world ALEC's back-end systems (such as LMOS and WFA).
[43] The OSSIG gateway is an internal component of KPMG Consulting's ECTA architecture.

Figure 8-1: ECTA Business Process



2.2 ECTA Application

ECTA provides a direct connection using a dedicated X.25 (or CMIP over TCP/IP) protocol between the ALEC and BellSouth. Transactions initiated by the KPMG Consulting pseudo-ALEC consisted of data inserted into mandatory fields in the Form Tool and submitted to the BellSouth ECTA Gateway over the dedicated X.25 connection.

ALECs have the ability to report and manage troubles on both non-design lines and design circuits using ECTA. Although all ECTA Gateway configurations must adhere to (ANSI) T1M1 communication protocols, each ALEC has the ability to modify the subset of attributes in accordance with customized Joint Implementation Agreements (JIA) between the ALEC and BellSouth. ECTA Gateway configurations may vary from one ALEC to another, depending on the specifics of the JIA between the ALEC and BellSouth.

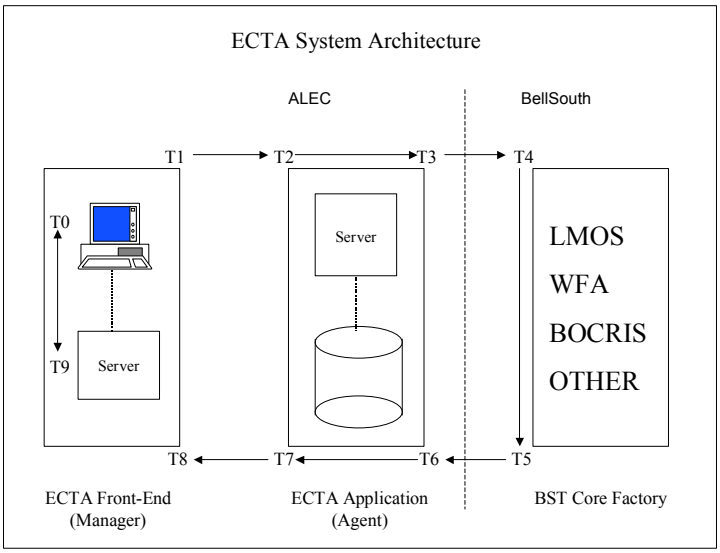
ECTA interacts with specific BellSouth back-end systems, the functions of which fall within two primary areas:

- Trouble administration systems for non-design and design lines; and
- Mechanized Loop Test (MLT) system for non-design lines.[44]

Figure 8-2 below shows the discrete time intervals associated with processing a transaction through the ECTA Gateway:

[44] The MLT capability of ECTA was not built into KPMG Consulting's ECTA Gateway.

Figure 8-2: Time Intervals Associated with ECTA Transaction Processing



Time T1-T8 is a function of the combined responsiveness of all M&R systems (ECTA front-end, ECTA Gateway, and BellSouth Core Factory) and the connectivity between them. Because the purpose of the M&R ECTA Performance Evaluation (TVV8) is primarily to test ECTA, the performance time for this test is defined as time T2-T7 and not T1-T8. Time T2-T7, the interval beginning with the receipt of an instruction by the ECTA Gateway and ending with a response from the ECTA Gateway, is an appropriate measure of ECTA performance.[45]

In addition, the time T9-T0 was not evaluated because this time depends on the connectivity options and interfaces selected by BellSouth's ALEC customers.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to the M&R ECTA Performance Evaluation (TVV8). The transaction sets included a mix of the following M&R transaction types consistent with current system usage:

- Create trouble report;
- Request trouble ticket status;
- Add trouble information;
- Modify trouble report;
- Close/cancel trouble report

[45] KPMG Consulting analyzed the ECTA Gateway agent log to assess the timing of messages flowing to and from ECTA.

3.2 Test Targets and Measures

The test target was the ECTA system. Included in the evaluation were the following processes and sub-processes:

- Performance;
  - Projected normal loads;
  - Projected peak loads;
  - Projected stress load;
- ECTA backend system response times;
  - Add;
  - Modify;
  - Status request transactions;
- Trouble reporting;
  - Create; and
  - Close/cancel trouble report.

3.3 Data Sources

The sources of data for this test included reviews of the BellSouth-KPMG Consulting JIA[46], the ANSI T1.227, T1.228 and T1.262, data provided by BellSouth[47], BellSouth's Performance Measurement and Analysis Platform (PMAP)[48], and the ECTA Start-Up Guide.

3.4 Data Generation/Volumes

A KPMG Consulting volume-generating tool was employed to generate the projected normal, peak and stress loads. Test results were captured in a database maintained by KPMG Consulting.

In order to test ECTA at anticipated volumes in a post-271 environment, KPMG Consulting forecasted levels of transactions nine months beyond the anticipated completion of testing. For example, the first and second normal day volume loads were forecasted for August 2002, based on the assumption that testing would end in November 2001. Similarly, volume levels for the peak and stress days were forecasted for September 2002, in anticipation of testing ending in December 2001.

All instances of the performance test were executed in BellSouth's production environment, KPMG Consulting accounted for the volume of live transactions already being processed by ECTA, in addition to the volume of test transactions. The number of transactions executed by KPMG Consulting for volume testing was the difference between the total number of transactions forecasted for the future date and the number of ALEC transactions projected for the days of testing. The different load conditions are summarized in Table 8-1 below.

[46] Joint Interconnection Agreement, Version May 8, 2000
[47] Data regarding actual lines in service was provided by BellSouth on 10/12/01.
[48] Data evaluated on 10/01/01

Table 8-1: ECTA Load Conditions

Load Conditions	Definition
Normal Hour Load	Load based on projected future ECTA transactions.
Peak Hour Load	Load based on 1.5 times projected normal hour load transactions.
Stress Hour Load	Load based on 2.5 times projected normal hour transactions.

ECTA is a universal standard based trouble administration application for the entire nine-state BellSouth region. Transactions submitted via ECTA are routed to the respective backend systems based on the physical location of the line/circuit on which the trouble ticket is generated. Only transactions specific to Florida were submitted with valid Florida circuits. Other transactions were submitted to simulate for the transaction volume of the remaining eight BellSouth states. This method was used to emulate what the ECTA front-end experienced based on the forecasted regional transaction load, while the Florida backend experienced only Florida-specific transactions. Further geographic desegregation was used to ensure troubles were processed equally between the Florida-North and Florida-South backend systems. The test bed was divided equally between the North and South Florida regions.

3.4.1 Normal Hour Load Calculations

The ECTA normal hour day transaction volumes were calculated employing the methodology described in Section 3.4.1.2. It was estimated that in August 2002, a total of 1,952,775 wholesale lines would be in service in the BellSouth region. Trouble report rates on wholesale non-design and design lines were calculated as 3% and 0.4% respectively[49]. Further, it was assumed that ECTA handled 15% of all non-design electronic trouble reports and 70% of electronic design trouble reports[50].

Based on the information outlined above, Table 8-2 summarizes the number of transactions projected to be processed by ECTA for the two normal-hour load days:

Table 8-2: Summary of Normal Day Volume Loads

Volume Day	Transactions Load
Normal Day-1	57 [51]
Normal Day-2	54

The normal test consisted of two days of 12 hours of normal load volume testing. The normal day tests were conducted on March 19 and May 16, 2001 and consisted of 57 and 54 transactions per

[49] Wholesale non-design and design trouble report rates provided by BellSouth.
[50] Assumption of 15% of troubles on non-design lines provided by BellSouth; assumption that 70% of design troubles processed by ECTA made by KPMG Consulting based on professional judgment.
[51] The forecasting methodology used for Normal Day 1 was determined to be inaccurate and the new methodology for Normal Day 2 was applied as outlined in section 3.4.1.2

hour. The goal was to execute at least 1,332 ((12*57) + (12*54)) transactions over a period of 2 normal load days.

3.4.2 Methodology for Hourly Load Calculation

Transactions volumes to test ECTA peak and stress load days were calculated applying the methodology described in the following sections.[52]

The peak and stress load portions of this test were conducted using forecasted transaction volumes for September 2002. To calculate the peak and stress volume loads, the normal hourly load is first determined. The regional forecasted September 2002 installed base of wholesale non-design and design circuits was based on projections calculated from December 2000 to August 2001 historical data[53].

Table 8-3: Wholesale Lines In Service Projection for September 2002[54]

Line Type	Projected September 2002 Lines in Service	
	Region	Florida
Non-Design	1,956,223	761,730
Design	217,358	84,637
Total	**2,173,581**	**846,367**

Monthly wholesale trouble report rates[55] were applied to the total design and non-design lines in service presented in Table 8-3. The application of the regional and Florida-specific monthly wholesale trouble report rates resulted in the following number of trouble reports exhibited in Table 8-4.

Table 8-4: Calculated Monthly Trouble Reports (September 2002)

Line Type	Calculated Monthly Wholesale Trouble Reports	
	Region	Florida
Non-Design Trouble Reports	58,687	23,157
Design Trouble Reports	87	1,617
Total	**58,774**	**24,774**

[52] The forecast was extended from August 2002 to September 2002 based on the availability of additional historical data. August 2002 forecast was used to calculate the normal hour load for the second day of volume testing.
[53] Historical lines in service data provided by BellSouth were used for forecasting purposes.
[54] The division of the total wholesale lines in service into non-design and design caps categories was done assuming a 9:1 ratio between non-design and design lines in service.
[55] BellSouth provided a wholesale non-design trouble report rate of 3.0%. KPMG Consulting verified the accuracy of this trouble report rate by examining the non-design caps portions of metric MR-2, published in BellSouth's monthly PMAP reports. The design portions of metric MR-2, published in BellSouth's monthly PMAP reports were used to calculate a trouble report rate of 0.04% on regional wholesale design circuits. The corresponding non-design and design trouble report rates for the state of Florida were also calculated using PMAP reports and were found to be 3.04% and 1.91% respectively.

To determine the number of ECTA trouble reports per month, electronic trouble report rates were applied to the total design and non-design troubles exhibited in Table 8-4[56]. The results of the application of an electronic trouble report rate are shown in Table 8-5.

Table 8-5: Calculated Monthly ECTA Trouble Reports (September 2002)

Regional/Florida	Calculated Monthly Wholesale Electronic Trouble Reports
Regional Electronic Trouble Reports	12,912
Florida Trouble Reports	5,111

The number of electronic trouble reports per hour was calculated by assuming that approximately 90% of all transactions occur between 7 a.m. and 7 p.m., that 85% of all trouble reports occur during the 22 weekdays in an average month, and that a BellSouth normal 12-hour day consists of 14.5 (7 normal hours plus 5 peak hours, where 1 peak hour equals 1.5 normal hours). The results of the application of the assumptions listed above are exhibited in Table 8-6.

Table 8-6: Calculated Daily ECTA Trouble Reports (September 2002)

Regional/Florida	Calculated Daily Wholesale Electronic Trouble Reports
Regional Electronic Trouble Reports	31
Florida Trouble Reports	12

A multiple of 1.7 subsequent transactions[57] per trouble report was applied to account for the varied transaction types that may accompany the creation of a trouble ticket. The September 2002 regional ECTA projected total transactions were calculated as 84 ((1.7 multiplied by 31) plus 31). Similarly, the total Florida-specific transactions projected to be entered via ECTA in September 2002 were calculated as 32 ((1.7 multiplied by 12) plus 12). Table 8-7 exhibits the results of the application of 1.7 subsequent transactions per trouble report.

Table 8-7: Calculated Daily ECTA Trouble Reports and Subsequent Transactions (September 2002)

Regional/Florida	Calculated Daily Wholesale Electronic Trouble Reports and Subsequent Transactions
Regional Electronic Trouble Reports	84
Florida Trouble Reports	32

[56] An Electronic trouble report rate is defined as the number of troubles reported via ECTA as a percentage of total trouble reports in any given time frame. Electronic trouble report rates of 22% and 1% based on what were applied to the non-design and design troubles per month, respectively.

[57] A subsequent transaction is any transaction that is submitted following the creation of a trouble ticket. Subsequent transactions may be submitted to modify, add information to, verify repair on, request the status of, or to request the closure of a trouble ticket.

ECTA volume testing was conducted in a live environment. Historical data indicated the level of transactions flowing through ECTA during the test days to be negligible. Hence, the current level of transactions expected during the test days was not taken into account while determining various test transaction loads.

Since only Florida-specific transactions that flow through to BellSouth backend systems were relevant to this test, the actual volume of transactions generated to simulate a normal hour in September 2002, was 32. The remaining 52 transactions were submitted as regional trouble reports[58] to approximate load conditions on the ECTA Gateway while limiting backend transactions to Florida lines/circuits only.

Table 8-8 lists the regional and Florida-specific normal volume transactions per hour.

Table 8-8: Transactions per Hour- Normal Volume

Transaction Type	Transactions/Create	Florida-Specific Transactions	Regional/Non-Florida Transactions
Create Trouble Ticket	1	12	19
Subsequent Transaction	1.7	20	32
Total Transactions	2.7	32	52

3.4.3 Peak Volume Load

The peak volume performance test was conducted at a load of 1.5 times the normal volume. A total of 126 (1.5 multiplied by 84) regional transactions were calculated as peak volume for the BellSouth region. Of these 126 transactions, 48 (32 multiplied by 1.5), were Florida backend transactions and 78 (126 minus 48) were regional/non-Florida transactions.

The peak test consisted of 12 hours of peak load volume testing. The peak day test was conducted on December 6, 2001. The goal was to execute at least 576 (12*48) transactions over a period of one peak load day.

3.4.4 Stress Volume Load

The stress volume performance test was conducted at a load of 2.5 times the normal volume. A total of 210 (2.5 multiplied by 84) regional transactions were calculated as stress volume for the BellSouth region. Of these 210 transactions, it was determined that 80 (32 multiplied by 2.5) were Florida backend transactions and 130 (210 minus 80) were regional/non-Florida transactions.

The stress test consisted of 12 hours of stress load volume testing. The stress day test was conducted on December 13, 2001. The goal was to execute at least 960 (12*80) transactions over a period of one stress load day.

3.4.5 Installed Base Load

[58] A regional trouble report is defined as a trouble report submitted to the ECTA gateway with a non-existent area code, intended to proceed no further than the gateway.

The installed base is defined as the current number of transactions that flow through ECTA during the days of testing and is calculated by applying standard assumptions to historical data. The installed base is subtracted from the projected volume of transactions to ensure the system being tested is not over-loaded. In the case of ECTA, the actual system usage (as evidenced by historical data provided by BellSouth) was negligible. Accounting for the installed base volume of transactions was determined to be unnecessary.

3.5 Evaluation and Analysis Methods

The M&R ECTA Performance Evaluation (TVV8) test consisted of the following steps:

- The volume test was executed four times, twice with normal phase loads, once with peak phase load, and one with stress phase load. The phases were completed over four separate days from 7 a.m. to 7 p.m.
- Load profiles for the normal and peak tests outlining the order and timing of transactions were developed using data from ALECs and BellSouth to which KPMG Consulting's internal trouble forecast methodology was applied.
- The transaction type and required data for each transaction of the normal, peak, and stress load tests was defined and input into the test tool used to generate the necessary volumes. The test tool was also used to input data and record ECTA system performance and timing.
- Data was submitted to BellSouth's backend systems via a gateway that served as the front-end component to the ECTA system. The test tool exercised ECTA functionality as defined by data inserted by the user. A database observed and captured ECTA responses and response times for all modes of testing. Any exceptions or mismatched responses that led to less than 95% expected results were flagged and communicated to BellSouth for investigation.
- Data from the previous step were compiled and mapped against the individual assessment criteria. Each evaluation criterion was scored with one of the two types of results as follows:
  - Satisfied – the evaluation criterion was satisfied; or
  - Not Satisfied – the evaluation criterion was not satisfied. All issues that may impact the ALEC were identified.
- KPMG Consulting generated summary reports for each day of performance testing.

The M&R ECTA Performance Evaluation (TVV8) test included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the test. These evaluation criteria provided the framework of norms, standards, and guidelines for the M&R ECTA Performance Evaluation (TVV8).

The data collected were analyzed employing the evaluation measures shown in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 8-10. For additional exception and observation information, refer to Appendices D and E, respectively. The evaluation criteria and test results are presented in Table 8-11.

Table 8-10: Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	2	2
Total Disposed as of Final Report Date	2	2
Total Remaining Open as of Final Report Date	0	0

Table 8-11: TVV8 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
TVV8-1	Normal load transaction volumes are submitted and returned through the ECTA gateway.	Satisfied	BellSouth's ECTA system processed transactions correctly under normal load conditions. 1,324 normal hour transactions were submitted over two 12 hour periods to determine if BellSouth's ECTA system processed the transactions accurately. Normal day 1 was conducted on March 19, 2001 and normal day 2 was conducted on May 16, 2001. KPMG Consulting applied a benchmark of 95% for this criterion. 1,287 transactions (97%) resulted in a successful response as outlined in the JIA. The ECTA system failed to process correctly following an outage and re-initialization during the second normal day of testing. Exception 38 was issued to address this issue. A successful retest was conducted on March 4, 2001 and Exception 38 was closed. The ECTA system failed to process "enterTroubleReport" transactions on May 22, 2001. Exception 63 was issued to address this failure. On December 6, 2001 KPMG Consulting retested the "enterTroubleReport" transaction and the system performed as expected. The exception was closed.
TVV8-2	Peak load transaction volumes are submitted and returned through the	Satisfied	BellSouth's ECTA system processed transactions correctly under peak load conditions.

Test Reference	Evaluation Criteria	Result	Comments
	ECTA gateway.		conditions. 738 peak hour transactions were submitted over a 12 hour period on December 6, 2001 to determine if BellSouth's ECTA system processed transactions accurately KPMG Consulting applied a benchmark of 95% for this criterion. 717 transactions (97%) resulted in a successful response as outlined in the JIA.
TVV8-3	Stress load transaction volumes are submitted and returned through the ECTA gateway.	Satisfied	BellSouth's ECTA system processed transactions correctly under stress load conditions. 939 stress hour transactions were submitted over a 12 hour period on December 13, 2001 to determine if BellSouth's ECTA system processed transactions accurately. KPMG Consulting applied a benchmark of 95% for this criterion. 922 transactions (98%) resulted in a successful response as outlined in the JIA.
TVV8-4	Established average response times for creating trouble reports using ECTA are met.	Satisfied	KPMG Consulting validated that established average response times for creating trouble reports using ECTA are met. BellSouth's JIA for the ECTA Gateway for Local Service version 05/08/00 states "The end-to-end protocol target response time will be 30 seconds or less for 90% of the requests while handling 40 messages per minute. End to End [sic] maximum response time will not exceed 180 seconds." 1,029 troubles were created using ECTA. All 1,029 (100%) trouble create responses were received in less than 30 seconds.
TVV8-5	Established average response times for request trouble information transactions are met.	Satisfied	KPMG Consulting validated that established average response times for request trouble information transactions are met.

Test Reference	Evaluation Criteria	Result	Comments
	are met.		BellSouth's JIA for the ECTA Gateway for Local Service version 05/08/00 states "The end-to-end protocol target response time will be 30 seconds or less for 90% of the requests while handling 40 messages per minute. End to End [sic] maximum response time will not exceed 180 seconds." 612 requests for trouble information were made using ECTA. All 612 (100%) request trouble information transaction responses were received in less than 30 seconds.
TVV8-6	Established average response times for add trouble information transactions using ECTA are met.	Satisfied	KPMG Consulting validated that established average response times for add trouble information transactions using ECTA are met. BellSouth's JIA for the ECTA Gateway for Local Service version 05/08/00 states "The end-to-end protocol target response time will be 30 seconds or less for 90% of the requests while handling 40 messages per minute. End to End [sic] maximum response time will not exceed 180 seconds." 506 add trouble information transactions were executed using ECTA. All 506 (100%) add trouble information transaction responses were received in less than 30 seconds.
TVV8-7	Established average response times for modify trouble information transactions using ECTA are met.	Satisfied	KPMG Consulting validated that established average response times for modify trouble information transactions using ECTA are met. BellSouth's JIA for the ECTA Gateway for Local Service version 05/08/00 states "The end-to-end protocol target response time will be 30 seconds or less for 90% of the requests while handling 40 messages per minute. End to End [sic] maximum response time will not exceed 180 seconds." 485 modify trouble ticket transactions were executed using ECTA. All 485 (100%) modify trouble ticket transaction responses were received in less than 30 seconds.

Test Reference	Evaluation Criteria	Result	Comments
TVV8-8	Established average response times for cancel/close trouble report transactions using ECTA are met.	Satisfied	KPMG Consulting validated that established average response times for cancel/close trouble report transactions using ECTA are met. BellSouth's JIA for the ECTA Gateway for Local Service version 05/08/00 states "The end-to-end protocol target response time will be 30 seconds or less for 90% of the requests while handling 40 messages per minute. End-to-End [sic] maximum response time will not exceed 180 seconds. 542 cancel/close trouble ticket transactions were executed using ECTA. All 542 (100%) cancel/close trouble ticket transaction responses were received in less than 30 seconds.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were eight evaluation criteria considered for the M&R ECTA Performance Evaluation (TVV8). All eight evaluation criteria received a satisfied result.

As all evaluation criteria are satisfied, KPMG Consulting considers the M&R ECTA Performance Evaluation (TVV8) area satisfied at the time of the final report delivery.

H. Test Results: End-to-End Trouble Report Processing (TVV9)

1.0 Description

The End-to-End Trouble Report Processing (TVV9) test was a transaction driven test designed to evaluate the timeliness and accuracy of BellSouth's performance in conducting end-to-end maintenance and repair (M&R) for wholesale customers, including Alternative Local Exchange Carriers (ALEC).

2.0 Business Process

This section provides a brief description of the processes related to end-to-end trouble reporting.

2.1 Business Process Description

ALECs contact the Customer Wholesale Interconnect Network Service (CWINS) Center to report maintenance and repair trouble conditions. The CWINS Center serves as the wholesale customers' single point of contact for verbally reporting troubles to BellSouth. Additionally, ALECs may initiate trouble reports through the Trouble Analysis Facilitation Interface (TAFI) or the Electronic Communications Trouble Administration (ECTA) interface.

Troubles reported through the CWINS Center for non-design circuits are initially received and processed by Maintenance Administrators (MAs). Designed circuits are initially received and processed by Electronic Technicians (ETs) in the CWINS Center. MAs and ETs (i) obtain the necessary trouble and access information; (ii) initiate tests, if appropriate, to assist in the identification of faults and trouble type as well as the affected network elements; and (iii) check the trouble ticket to ensure that it was correctly entered and all required data was supplied.

Trouble tickets for Plain Old Telephone Service (POTS) are entered into the TAFI system, which interfaces with the Loop Maintenance Operating System (LMOS). Through LMOS, the trouble is dispatched "in" to the central office (CO) or dispatched "out" to a field technician. The dispatch is based on BellSouth diagnostic rules regarding the type of fault reported, the test result, and specific information about the fault supplied by the ALEC.

Troubles entered in the LMOS system are routed to appropriate work groups (central office or field technicians) through the use of handle codes provided by the ALEC or by the CWINS Center employee entering the trouble. An ALEC entering a POTS trouble via TAFI also has the ability to supply the appropriate handle code to direct the dispatch to the desired work group. If the ALEC does not supply a handle code, the LMOS system will attempt to identify the correct work group using system diagnostic rules based on the trouble reported and the test result. If the fault is identified as matching a handle code rule, the trouble is automatically routed to the appropriate central office or field technician; however, if the fault is not identified by the system, it is sent to a screening pool queue in the CWINS Center. From the queue, an MA or ET manually selects the trouble, performs additional fault analysis, and routes the trouble to the correct work group.

POTS troubles, when created, receive a LMOS ticket number and system generated repair commitment date and time that is provided to the ALEC when the trouble is generated. The commitment interval is controlled by the BellSouth Work Management Centers (WMCs) and used to prioritize the POTS maintenance activity.

Troubles for designed service (Specials) and Unbundled Network Elements (UNE) - Loops are entered into the Work Force Administration/Control (WFA/C) system where they receive a trouble ticket number and an objective date and time similar to the LMOS commitment. The ALEC reporting the trouble is supplied the trouble ticket number and objective date and time once the report is generated. The interval for Specials is either two, four or eight hours based on the service type while most POTS appointments are for a 24-hour interval[59]. While LMOS reports are prioritized based on the commitment date and time, Specials are worked by service type on a first in, first out basis. Once entered, the Specials trouble will be tested and diagnosed by the CWINS Center employee and with the ALECs concurrence the CWINS Center performs a hand-off to the central office or field technicians using the Work Force Administration/Dispatch In (WFA/DI) or Work Force Administration/Dispatch Out (WFA/DO) system.

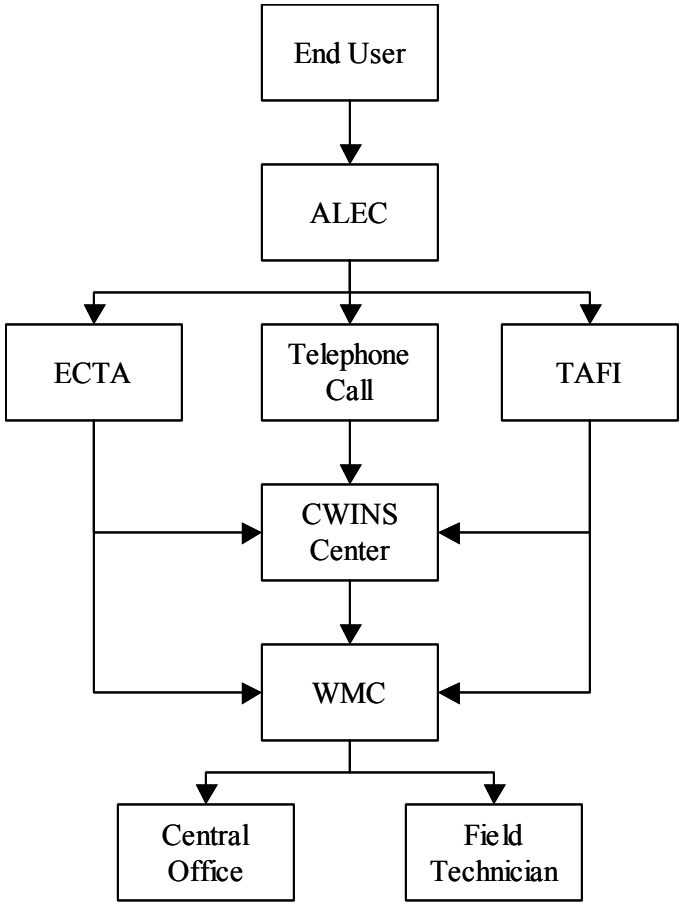
ALECs entering or processing troubles have the ability to request an earlier appointment[60] or have the responsible BellSouth work group or employees made aware that a repair is in jeopardy and the ALEC would like some action taken to improve the situation. These requests are commonly referred to as escalations. When the CWINS Center MAs receive escalation requests, they process the request through the WMC who is responsible for making such decisions. The WMC will consider the request and determine what action can be taken. This information is then provided to the requesting ALEC.

Once troubles are routed to a repair group, they are under the control of the WMC. The WMC will ensure that the troubles are forwarded to central office or field technicians and will monitor the troubles until the technicians make the repairs and the reports are closed.

The directional arrows in Figure 9-1 below illustrate the flow of trouble information between the following organizations: (i) ALECs, (ii) CWINS Center, (iii) WMC, and (iv) other BellSouth entities such as central offices and field technicians.

[59] UNE Maintenance Targets, JA-COMI-001 Issue 1, November 1999.
[60] For additional process information see End-to-End M&R Process Evaluation (PPR14).

Figure 9-1: ALEC Maintenance Flow



3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Appendix A of the Florida Master Test Plan (MTP) identified the scenarios for use in this test. Table 9-1 below shows the scenarios used in the End-to-End Trouble Report Processing (TVV9) test.

Table 9-1: Stand Alone Maintenance & Repair

Activity	Res. POTS	Bus. POTS	Res. ISDN	Bus. ISDN	Centrex	Private Line	PBX
Short on outside plant facility	X	X					X
Open on outside plant facility	X	X		X			
Short on the line within the central office	X	X			X	X	
Open on the line within the central office	X	X	X	X	X	X	X
Noise on line	X	X		X			
Echo on line	X	X					
Customer w/INP not receiving incoming calls[61]	X	X					
Customer w/LNP not receiving incoming calls	X	X					
Customer receiving incoming calls intended for another customer's number.	X						
Call waiting not working	X	X					
Repeat dialing not working	X						
Customer cannot call 900 numbers	X						
Calls do not roll-over for customer w/ multi-line hunt group		X			X		
Call forwarding not working		X					
Caller ID not working	X	X					
Pick-up group order for large Centrex customer not functioning properly					X		
DS1 loop MUXed to DS3 IOF not functioning.							X

[61] INP was not tested. BellSouth no longer offers INP.

3.2 Test Targets and Measures

The test targets were the working Resale, UNE-Platform (UNE-P) and UNE circuits with specific faults placed that were reported to and repaired by BellSouth maintenance organizations under normal conditions. They were evaluated for timeliness and accuracy of the repair and maintenance activities performed on them.

3.3 Data Sources

Information on the retail metrics used for comparison was gathered from the BellSouth Retail Service Quality Measurement results (SQM) for the months of December 2000, January 2001 and February 2001. Additionally, BellSouth provided detailed trouble histories on all of the trouble tickets created for this test. KPMG Consulting conducted these transactions during the months of December through February 2001.

3.4 Data Generation/Volumes

This test did not rely on volume testing. The data generated during this test captured KPMG Consulting's verification of inserted and repaired faults and BellSouth trouble resolution data obtained using the history function in TAFI/ECTA, as well as detailed trouble histories provided by BellSouth.

The following table details the faults evaluated at different BellSouth central office locations.

Table 9-2: TVV9 Types of Faults Observed

Process Area	Detail	KPMG ALEC Faults	Commercial ALEC Faults	Total
Dispatch In	Troubles handled by central office technicians	53	5	58
Dispatch Out	Troubles handled by outside technicians	56	20	76
Found OK (F/OK)		25	20	45
	Total	**134**	**45**	**179**

3.5 Evaluation and Analysis Methods

For this test, BellSouth provisioned a test bed of circuits specified by KPMG Consulting. The test bed contained circuit types and features representative of those provisioned by BellSouth for its wholesale customers. The test bed was designed to let KPMG Consulting introduce all categories of commonly reported faults.

Field teams inserted the faults into working test bed lines according to the M&R test scenarios. Each field team consisted of at least one KPMG Consulting team member, one BellSouth representative and a representative from the Florida Public Service Commission (FPSC). Faults were inserted in each circuit according to the Florida Master Test Plan (MTP). KPMG Consulting personnel responsible for calling troubles into the CWINS Center or entering them using the TAFI and ECTA interfaces also supported the field teams. Test faults were placed in

circuits served by the Pensacola, Panama City, Jacksonville, Chiefland, Orlando, West Palm Beach, Fort Lauderdale, Opa Locka, and Miami central offices.

KPMG Consulting reported troubles caused by these faults to the BellSouth CWINS Center either using the TAFI or ECTA interface or the CWINS Center toll free number. KPMG Consulting tracked BellSouth's response to reported troubles and gathered data for analysis. Specifically, data was collected relating to the timeliness of repair and the accuracy in diagnosing and resolving troubles. Once BellSouth closed out a trouble ticket, KPMG Consulting printed a trouble history from TAFI or ECTA and checked the circuits to confirm that the repairs were made.

In addition to inserting its own faults, KPMG Consulting worked with ALECs to further evaluate BellSouth's response to actual commercial troubles. KPMG Consulting conducted observations at ALEC repair call centers as actual troubles reported by ALECs to the BellSouth CWINS Center by phone and via TAFI or ECTA. A description of the trouble, the BellSouth provided appointment and the closeout times were recorded and reviewed for timeliness and whether troubles were successfully identified and repaired. The accuracy of the closeout codes provided for these ALEC initiated trouble reports was not assessed as KPMG Consulting could not validate the exact nature of the fault.

The End-to-End Trouble Report Processing (TVV9) test included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for End-to-End Trouble Report Processing (TVV9).

The data collected was analyzed using the evaluation criteria defined in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 9-3. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 9-4.

Table 9-3: Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	0	2
Total Disposed as of Final Report Date	0	2
Total Remaining Open as of Final Report Date	0	0

Table 9-4: TVV9 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
TVV9-1	Resale end-to-end trouble reports are processed in accordance with BellSouth provided intervals with an on time success rate, at least equal to that of retail.	Satisfied*	Resale end-to-end trouble reports are processed in accordance with BellSouth provided intervals with an on time success rate, at least equal to that of retail. Based on the BellSouth Service Quality Measurement Plan M&R-1 metric, a comparison of the successful completion rate for test troubles to the 94% for combined retail service indicates the test success rate met the retail metric. KPMG Consulting evaluated 35 Resale troubles with faults located in central offices, outside plant, or in CPE. Of the 35 wholesale troubles evaluated, 33 (94%) of the troubles were successfully completed within the BellSouth provided appointment time. M&R-1 – Missed Repair Appointments - Count of Customer Troubles Not Cleared by the Commitment Date and Time is the SQM used to evaluate this criterion.
TVV9-2	Resale end-to-end trouble faults are accurately identified and repaired.	Satisfied*	Resale end-to-end trouble faults are accurately identified and repaired. KPMG Consulting applied a benchmark of 95% accuracy for evaluating this criterion. KPMG Consulting evaluated 35 Resale troubles with faults located in central offices, outside plant, or in CPE. BellSouth identified and successfully repaired 34 (97%) out of the 35 Resale troubles.
TVV9-3	Resale end-to-end out of service troubles were accurately repaired within 24 hours with a success rate at least equal to that of retail.	Satisfied*	Resale end-to-end out of service troubles were accurately repaired within 24 hours with a success rate at least equal to that of retail. Based on the BellSouth Service

* 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.

Test Reference	Evaluation Criteria	Result	Comments
	of retail.		Quality Measurement Plan M&R-5 metric, a comparison of the successful completion rate for test out of service troubles to the 84% for combined retail service indicates the test success rate exceeded the retail metric. KPMG Consulting evaluated 22 out of service Resale troubles. Of the 22 out of service Resale troubles evaluated, 19 (86%) of the troubles were successfully repaired within the 24-hour time frame. M&R-5 – Out of Service (OOS) >24 Hours - Out of Service Troubles of (no dial tone, cannot be called or cannot call out) measures the percentage of Total OOS Troubles cleared in excess of 24 hours is the SQM used to evaluate this criterion.
TVV9-4	Resale end-to-end trouble reports are processed in accordance with BellSouth stated timing intervals with an average success rate at least equal to that of retail.	Satisfied*	Resale end-to-end trouble reports are processed in accordance with BellSouth stated timing intervals with an average success rate at least equal to that of retail. Based on the BellSouth Service Quality Measurement Plan M&R-3 metric, a comparison of the average duration time of "receipt to clear" for test troubles to the 13.74 hours for combined retail service indicates the test trouble time was lower than the retail metric. KPMG Consulting evaluated 35 Resale troubles with faults located in central offices, outside plant, or in CPE. Of the 35 Resale troubles evaluated, the average duration time of "receipt to clear" was 9.44 hours. M&R-3 Maintenance Average Duration - Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared is the SQM used to evaluate this criterion.
TVV9-5	Resale end-to-end trouble reports contain accurate	Satisfied*	Resale end-to-end trouble reports contain accurate entries to required

Test Reference	Evaluation Criteria	Result	Comments
	entries to required fields.		fields KPMG Consulting applied a benchmark of 95% accuracy for evaluating this criterion. KPMG Consulting evaluated 105 Resale codes. Of the 105 BellSouth provided codes reviewed, 101 (96%) were accurately coded.
TVV9-6	UNE and UNE-P end-to-end trouble reports are processed in accordance with BellSouth stated timing intervals with an on time success rate at least equal to that of retail.	Satisfied*	UNE and UNE-P end-to-end trouble reports are processed in accordance with BellSouth stated timing intervals with an on time success rate at least equal to that of retail. Based on the BellSouth Service Quality Measurement Plan M&R-1 metric, a comparison of the successful completion rate for test troubles to the 89% for combined retail service indicates the test success rate exceeded the retail metric. KPMG Consulting evaluated 58 UNE-P and UNE-Loop troubles with faults located in central offices, outside plant or in CPE. Additionally, KPMG Consulting observed 45 troubles as commercial ALECs reported them to BellSouth. Of the 103 troubles evaluated, 94 (91%) of the troubles were successfully completed within the BellSouth provided appointment time. M&R-1 – Missed Repair Appointments - Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time is the SQM used to evaluate this criterion.
TVV9-7	UNE and UNE-P end-to-end trouble faults are accurately identified and repaired.	Satisfied*	UNE and UNE-P end-to-end trouble faults are accurately identified and repaired. KPMG Consulting applied a benchmark of 95% accuracy for evaluating this criterion. KPMG Consulting evaluated 103 UNE and UNE-P troubles with faults located in central offices, outside plant, or in

Test Reference	Evaluation Criteria	Result	Comments
			CPE. BellSouth identified and successfully repaired 100 (97%) of the 103 UNE and UNE-P troubles.
TVV9-8	UNE and UNE-P end-to-end Out of Service troubles were accurately repaired within 24 hours with a success rate at least equal to that of retail.	Satisfied*	UNE and UNE-P end-to-end Out of Service troubles were accurately repaired within 24 hours with a success rate at least equal to that of retail. Based on the BellSouth Service Quality Measurement Plan M&R-5 metric, a comparison of the successful completion rate for out of service test troubles to the 88% for combined retail service indicates the test success rate exceeded the retail metric. KPMG Consulting evaluated 98 out of service UNE and UNE-P troubles. Of the 98 UNE and UNE-P out of service troubles evaluated, 87 (89%) of the troubles were successfully completed within the 24-hour time frame. M&R-5 – Out of Service (OOS) >24 Hours - Out of Service Troubles of (no dial tone, cannot be called or cannot call out) measures the percentage of Total OOS Troubles cleared in excess of 24 hours is the SQM used to evaluate this criterion.
TVV9-9	UNE and UNE-P end-to-end trouble reports are processed in accordance with stated timing intervals with an average success rate at least equal to that of retail.	Satisfied	UNE and UNE-P end-to-end trouble reports are processed in accordance with stated timing intervals with an average success rate at least equal to that of retail. Based on the BellSouth Service Quality Measurement Plan M&R-3 metric, a comparison of the average duration time of "receipt to clear" for test troubles to the 9.38 hours for combined retail service indicates the test trouble time was lower than the retail metric. KPMG Consulting evaluated 103 UNE and UNE-P troubles. Of the 103 UNE

Test Reference	Evaluation Criteria	Result	Comments
			and UNE-P troubles evaluated, the average duration time of "receipt to clear" was 8.52 hours. M&R-3 Maintenance Average Duration - Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared is the SQM used to evaluate this criterion.
TVV9-10	UNE and /UNE-P end-to-end troubles reports contain accurate entries to required fields.	Satisfied*	UNE and /UNE-P end-to-end troubles reports contain accurate entries to required fields. Although the coding accuracy percent is below the 95% standard, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with a 95% confidence level. The statistical test for this criterion produced a p-value of .3759, indicating that the inherent variation in the process is large enough to have produced the sub-standard result, even with a process that is operating above the benchmark standard. KPMG Consulting evaluated 174 UNE and UNE-P codes. Of the 174 BellSouth provided codes reviewed, 164 (94%) were accurately coded. KPMG Consulting applied a benchmark of 95% accuracy for this criterion.
TVV9-11	Special Circuit end-to-end trouble reports are processed in accordance with stated timing intervals with an on time success rate at least equal to that of retail.	Satisfied*	Special Circuit end-to-end trouble reports are processed in accordance with stated timing intervals with an on time success rate at least equal to that of retail. Based on the BellSouth Service Quality Measurement Plan M&R-1 metric, a comparison of the successful completion rate for test troubles to the 94% for combined retail service indicates the test success rate exceeded the retail metric. KPMG Consulting evaluated 41 Special Circuit troubles located in

Test Reference	Evaluation Criteria	Result	Comments
			central offices, outside plant or in CPE. Of the 41 Special Circuit troubles evaluated, 39 (95%) of the troubles were successfully completed within the BellSouth provided appointment time. M&R-1 – Missed Repair Appointments - Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time is the SQM used to evaluate this criterion.
TVV9-12	Special Circuits end-to-end troubles are accurately identified and repaired.	Satisfied*	Special Circuits end-to-end troubles are accurately identified and repaired. KPMG Consulting applied a benchmark of 95% accuracy for this criterion. KPMG Consulting evaluated 41 Special Circuit troubles with faults located in central offices, outside plant, or in CPE. BellSouth identified and successfully repaired 39 (95%) out of the 41 Special Circuit troubles.
TVV9-13	Special Circuits end-to-end out of service troubles were accurately repaired within 24 hours with a success rate at least equal to that of retail.	Satisfied*	Special Circuits end-to-end out of service troubles were accurately repaired within 24 hours with a success rate at least equal to that of retail Based on the BellSouth Service Quality Measurement Plan M&R-5 metric, a comparison of the successful completion rate for test out of service troubles to the 97% for combined retail service indicates the test success rate met the retail metric. KPMG Consulting evaluated 41 Special Circuit troubles. Of the 41 out of service Special Circuit troubles evaluated, 40 (97%) of the troubles were successfully completed within the 24-hour time frame. M&R-5 – Out of Service (OOS) >24 Hours - Out of Service Troubles of (no dial tone, cannot be called or cannot call out) measures the percentage of Total OOS Troubles cleared in excess

Test Reference	Evaluation Criteria	Result	Comments
			of 24 hours is the SQM which was used to evaluate this criterion.
TVV9-14	Special Circuit end-to-end trouble reports are processed in accordance with BellSouth stated timing intervals with an average success rate at least equal to that of retail.	Satisfied*	Special Circuit end-to-end trouble reports are processed in accordance with BellSouth stated timing intervals with an average success rate at least equal to that of retail. Based on the BellSouth Service Quality Measurement Plan M&R-3 metric, a comparison of the average duration time of "receipt to clear" for test troubles to the 10.19 hours for combined retail service indicates the test trouble time was lower than the retail metric. KPMG Consulting evaluated 41 Special Circuit troubles. Of the 41 troubles evaluated, the average duration time of "receipt to clear" was 9.92 hours. M&R-3 Maintenance Average Duration - Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared is the SQM used to evaluate this criterion.
TVV9-15	Special Circuit end-to-end trouble reports contain accurate entries to required fields.	Satisfied*	Special Circuit end-to-end trouble reports contain accurate entries to required fields. KPMG Consulting applied a benchmark of 95% accuracy for this criterion. KPMG Consulting evaluated 123 Special Circuit codes. Of the 123 BellSouth provided codes reviewed, 117 (95%) were accurately coded.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 15 evaluation criteria considered for the End-to-End Trouble Report Processing (TVV9) test. All 15 evaluation criteria were satisfied at the time of data collection which was February 2001. As a result of the passage of time since data collection, KPMG Consulting is unable to assess the current performance of the underlying systems and/or processes.

VII. Billing Domain Results and Analysis

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A. Test Results: Billing Work Center/Help Desk Support Evaluation (PPR10)

1.0 Description

The Billing Work Center/Help Desk Support Evaluation (PPR10) was an analysis of the Billing and Collections Center (B&CC) processes and documentation developed and employed by BellSouth to support resellers and Alternative Local Exchange Carriers (ALECs) with billing-related disputes, inquiries and issues. The center's functionality, performance, escalation procedures and security were evaluated. Additionally, the B&CC's functionality was compared with BellSouth's retail practices for parity, to the extent that specific retail analogs were identified.

2.0 Business Process

This section describes BellSouth's business processes used in the B&CC.

2.1 Business Process Description

The B&CC is the organization within BellSouth responsible for resolving billing disputes. A billing dispute is a formal request for resolution of an issue that an ALEC encounters on its bills. Two centers comprise BellSouth's B&CC, one located in Birmingham, Alabama and the other located in Tucker, Georgia. The center in Tucker, Georgia primarily provides support for access billing disputes; while the Birmingham, Alabama center supports the billing disputes of resellers and ALECs.[1] This evaluation focused only on the billing dispute support provided to resellers and ALECs. Billing disputes are submitted to the appropriate center through e-mail, facsimile or U.S. mail. For all other billing-related problems, issues and questions, ALECs and resellers are directed to contact their designated Account Team/CLEC Care Team. The Account Team/CLEC Care Team accepts billing-related questions and inquiries via e-mail, telephone calls and voice-mail.

The Account Team is responsible for addressing ALEC questions and inquiries on access and complex resale products; while the CLEC Care Team handles ALEC questions and inquiries related to UNE and simple resale products. The assignment of an ALEC to an Account Team or to a CLEC Care Team (or both) will depend on the products and services that the ALEC purchases from BellSouth. If it does not receive a response it deems satisfactory, an ALEC may initiate a billing dispute.

When an ALEC detects a billing discrepancy (e.g., incorrect rate; overcharging for a product or service; or an incorrect start date associated with the installation of a product or service) and cannot obtain a satisfactory explanation for the issue, it may submit a billing dispute to BellSouth.[2] An ALEC may submit a CRIS billing dispute (e.g., a resale discount discrepancy) for resale bills produced in the CRIS billing system. An ALEC would submit an Integrated Billing Solution (IBS)/Tapestry billing dispute (UNE-P is billed from this billing system) for a UNE-P billing dispute. Finally, if an ALEC wishes to file a billing dispute for a 2-wire Unbundled Analog Designed Loop issue, it would file a CABS UNE billing dispute.

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[1] BellSouth provides support to a limited number of large ALECs from the Tucker, Georgia center for access and non-access billing-related disputes.

[2] Please see the Process Flow for Billing Disputes located on the BellSouth Interconnection website at http://www.interconnection.bellsouth.com/forms/html/billing&collections.html for a diagram of the dispute resolution process described in the text.

An ALEC[3] initiates a billing dispute (regardless of issue, product or billing system) by completing the Billing Adjustment Request (BAR) form found on the BellSouth Interconnection website[4] and submitting it through e-mail, facsimile or U.S. mail. BAR forms are processed in the order in which they are received. Upon receipt of the BAR form, a B&CC service representative checks it for accuracy and completeness. The BAR form is then assigned to a service representative for processing. If it is a CRIS or IBS/Tapestry dispute it is then logged by the assigned service representative into the Billing Dispute Activity Tracking System (BDATS) where it is assigned a unique tracking number. If it is a CABS dispute, then it is logged into the Automated Claims Adjustment Tracking System (ACATS) where it is assigned a unique tracking number. BDATS and ACATS are internal BellSouth systems that are designed to capture and track billing dispute information submitted by the ALECs and entered by service representatives in the B&CC. An acknowledgement is sent within three business days of receipt of the billing dispute to the ALEC. The BellSouth Billing Guide states that a billing dispute generally takes sixty calendar days to resolve from the date of receipt. An ALEC can obtain status of their dispute using the unique tracking number or its own audit number (submitted on the BAR form) by calling its assigned B&CC service representative.

In analyzing disputes, service representatives use tools such as contracts, customer service records and bills. The service representative may also contact the ALEC to ask for clarification on the dispute. Once the dispute analysis is completed, the service representative may issue a partial or full adjustment to the ALEC's bill or may reject the dispute.

Disputes may be initially rejected for incorrect or incomplete information on the BAR form. They may also be rejected or partially adjusted should the service representative's analysis reveal that the ALEC had been billed correctly (in part or in total). Adjustments for CRIS disputes are made using the Business Office Customer Record Inventory System (BOCRIS) while adjustments for IBS/Tapestry disputes and CABS disputes are made using the IBS/Tapestry system and ACATS respectively. Adjustments will typically appear on the next bill period following the processing of the adjustment. However, if an adjustment is processed within three days of the close of the bill period, the adjustment may not appear until the second bill period following the processing of the adjustment.

The service representative notifies the ALEC of the resolution of its dispute via the BAR form whether a decision is made to make an adjustment or deny the dispute. The dispute is then closed in BDATS or ACATS, depending on the type of dispute. The service representative is responsible for completing the BAR form with the relevant resolution information and returning the dispute form to the ALEC via the method it was received (i.e., e-mail, facsimile, or U.S. mail). An ALEC has five business days to respond if they do not concur with the resolution (as noted on the BAR form). If no response is provided to BellSouth, the dispute is closed and the ALEC is considered to have concurred with the resolution.

An ALEC may escalate the dispute if not satisfied with the result. Escalation procedures are detailed on the BellSouth Interconnection website.[5] The escalation process is also formally documented within the ALEC's service contract. If the escalation goes beyond the 60-day dispute resolution target, the ALEC is contacted and a new deadline is provided.

[3] The term "ALEC" will be used to refer to ALECs and Resellers hereinafter, unless otherwise specified.
[4] See http://www.interconnection.bellsouth.com/forms/html/billing&collections.html
[5] http://www.interconnection.bellsouth.com/forms/html/billing&collections.html

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test targets were the processes and procedures employed by BellSouth to support ALEC billing-related disputes, inquiries and issues. Processes and sub-processes targeted include the following:

- Receive Help Desk calls;[6]
  - Answer calls;
  - Interface with user;
  - Log calls;
  - Record severity code;
- Process Help Desk calls;
  - Resolve user questions, problems or issues;
- Receive Disputes;
  - File disputes;
  - Process disputes;
  - Issue adjustment when necessary;
  - Disposition of disputes;
- Close Help Desk calls;
  - Post closure information;
- Monitor status;
  - Track status;
  - Report status;
- Request escalations;
  - Identify escalation procedures;
  - Evaluate escalation procedures;
- Capacity Management process;
- Provide security and integrity access; and

[6] The core BellSouth process for billing dispute resolution is not handled by a call center. As such, this process area could not be evaluated as part of this test.

- Manage the Help Desk process.

3.3 Data Sources

The sources of data for this test included interviews conducted with BellSouth personnel, review of BellSouth Work Center Manuals, reseller and CLEC Handbooks, resale process flows and various BellSouth internal reports. KPMG Consulting conducted service observations in the B&CC. BellSouth training curriculum, job aids and methods and procedures were also reviewed.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

KPMG Consulting conducted process interviews with BellSouth personnel and performed on-site inspections of work operations to obtain data used for evaluating the B&CC. Processes, methods and procedures, organization charts and supporting documentation were collected for evaluation and analysis.

The Billing Work Center/Help Desk Support Evaluation (PPR10) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework and guidelines for the Billing Work Center/Help Desk Support Evaluation (PPR10).

The data collected were analyzed employing the evaluation criteria in Section 4.1.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 10-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 10-2.

Table 10-1: PPR10 Exception and Observation Count

Activity	Exceptions	Observations
Total Issues	1	2
Total Disposed of as of Final Report Date	1	1
Total Remaining Open as of Final Report Date	0	1

Table 10-2: PPR10 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Results	Comments
PPR 10-1	The scope of the Billing and Collection Center (B&CC) responsibilities addresses customer inquiries.	Satisfied	The scope of responsibilities of the B&CC and the Account Team/CLEC Care Team is documented on the BellSouth Interconnection website[7] and in the organization chart of the B&CC. The information included in these documents address customer inquiries. Topical coverage includes: ♦ Processing disputes; ♦ Performing dispute analysis; ♦ Responding to the ALEC; ♦ Applying credits and adjustments to the bill; ♦ Escalation procedures; and ♦ General inquiries. KPMG Consulting, in its review of the BellSouth CLEC Billing Guide – Dispute Resolution Overview, located on the BellSouth Interconnection website[8], confirmed that the dispute resolution processes applicable to CRIS, CABS and IBS/Tapestry billing disputes were documented. KPMG Consulting also reviewed and confirmed that escalation procedures were documented on the BellSouth Interconnection website.[9] Evidence of the scope of responsibilities of the Account Team/CLEC Care Team in handling general customer inquiries is documented in BellSouth's internal Account/Team CLEC Care Team Procedures.
PPR 10-2	The objectives of the B&CC are defined, documented, and communicated to ALECs.	Satisfied	The objectives of the B&CC regarding billing disputes are defined, documented and communicated to ALECs via the BellSouth CLEC Billing Guide – Dispute Resolution. Within this document, ALECs are apprised of

[7] See BellSouth Start Up Guide at http://www.interconnection.bellsouth.com/guides/html/clec_ar.html and the BellSouth Billing Guide at http://www.interconnection.bellsouth.com/guides/html/understanding_bill.html
[8] http://www.interconnection.bellsouth.com/guides/index.html
[9] http://www.interconnection.bellsouth.com/forms/html/billing&collections.html

Test Reference	Evaluation Criteria	Results	Comments
			BellSouth's target to resolve billing-related disputes within 60 days.[10] This guide also contains information on dispute resolution, dispute submission, customer inquiries, and escalation procedures. No distinction is made among ALEC CRIS, CABS or IBS/Tapestry disputes regarding this dispute resolution target. KPMG Consulting confirmed this dispute resolution process and target resolution timeframe during interviews held with personnel from the Birmingham, Alabama (November 2001 and April 2002) and Tucker, Georgia (June 2002) centers. Functions of the B&CC and the Account Team/CLEC Care Team (including answering general inquiries) are also communicated to the ALECs through the CLEC Start-Up Guide provided by the BellSouth Account Manager. KPMG Consulting reviewed both the BellSouth CLEC Billing Guide and the CLEC Start-Up Guide and confirmed that these objectives are defined, documented and communicated to ALECs.
PPR 10-3	B&CC service representative responsibilities are defined and documented.	Satisfied	The B&CC process responsibilities are defined and documented in the internal BellSouth Account Team/CLEC Care Team Procedures and the BellSouth CLEC Billing Guide – Dispute Resolution General Overview[11]. The primary function of the B&CC is to process ALEC disputes (CRIS, CABS and IBS/Tapestry) and apply adjustments to ALEC bills as appropriate. The service representatives within the B&CC are assigned responsibilities including BAR form review, BAR tracking, dispute analysis and dispute closure. The Account Team/CLEC Care Team is assigned the primary responsibility of answering ALEC billing-related questions or inquiries.

[10] When the BellSouth Interconnection website update was reviewed in January 2002, the dispute resolution timeframe in the CLEC Billing Guide was noted as sixty days. The current version of the CLEC Billing Guide on the BellSouth Interconnection website now notes the timeframe as thirty days. This discrepancy (along with other documentation discrepancies) is the subject of Observation 202. BellSouth's response to Observation 202 indicated that the CLEC Billing Guide would be updated on June 30, 2002 to reflect the correct sixty-day dispute resolution timeframe.

[11] Found at http://www.interconnection.bellsouth.com/guides/other_guides/pdf/chapter2/ch2sec5.pdf

Test Reference	Evaluation Criteria	Results	Comments
			KPMG Consulting reviewed and confirmed that the BellSouth internal document, Disputes – Resale Guidelines for Handling, contains service representative procedures for dispute resolution. KPMG Consulting also reviewed documentation including the BAR Form (RF14161) - Center Delivered Training; the internal Billing Disputes Process (adpfl001); the internal Performance Evaluation Plan - Billing & Collections; and the Performance Management Plan --- Resale & Access documents for evidence that the B&CC service representative responsibilities are defined and documented. KPMG Consulting also confirmed these service representative responsibilities during interviews and onsite observations at the Birmingham, Alabama (November 2000 and April 2002) and Tucker, Georgia (June 2002) centers.
PPR 10-4	Procedures for the filing, the handling and the disposition of ALEC requests exist and are documented.	Satisfied	Procedures for the filing, handling and disposition of disputes are documented in the dispute resolution process and in BellSouth's internal claim resolution methods and procedures. The Account Team/CLEC Care Team is assigned the primary responsibility of answering ALEC billing-related questions or inquiries. KPMG Consulting reviewed the internal BellSouth Account Team/CLEC Care Team Procedures to confirm that the procedures for handling and resolving these requests are documented. BellSouth's dispute resolution process is provided on the BellSouth Interconnection website.[12] No distinction is made in the filing, handling and notification of the disposition of a CRIS, IBS/Tapestry and CABS billing dispute. The BellSouth internal document entitled Disputes – Resale Guidelines for Handling contains procedures that service representatives follow for dispute resolution. As noted previously, every billing dispute is submitted to BellSouth using the BAR form.

[12] http://www.interconnection.bellsouth.com/guides/other_guides/pdf/chapter2/ch2sec5.pdf

Test Reference	Evaluation Criteria	Results	Comments
			The content of the BAR form is then entered into either BDATS or ACATS for tracking purposes. Upon completion of dispute analysis, the BAR form is used by the service representative to communicate the resolution of the dispute to the ALEC. KPMG Consulting confirmed this information and observed adherence to these processes during onsite visits to the Birmingham, Alabama center in November 2000 and April 2002 and to the Tucker, Georgia center in June 2002. In addition, KPMG Consulting reviewed historical billing dispute documentation provided by BellSouth for CRIS, IBS/Tapestry and CABS billing disputes (including BAR forms, claim acknowledgement emails and BDATS screen prints).
PPR 10-5	Systems exist for tracking customer billing disputes.	Satisfied	The Billing Dispute Activity Tracking System (BDATS) exists for tracking CRIS and IBS/Tapestry billing disputes. A tracking number is assigned by BDATS to BAR forms that are tracked through this system. The Automated Claims Adjustment Tracking System (ACATS) exists for tracking CABS billing disputes. Information regarding dispute tracking through BDATs was gathered in an interview conducted in November 2000 (refreshed via conference call in November 2001) and in an interview conducted in April 2002 with the BellSouth Manager Billing and Collections of the Birmingham, Alabama center. Information regarding dispute tracking through ACATS was gathered in interviews conducted in April 2002 (at the Birmingham, Alabama center) and June 2002 (at the Tucker, Georgia center). KPMG Consulting observed service representatives utilizing BDATS at the B&CC during visits in November 2000 and April 2002 to the Birmingham, Alabama center. In June 2002, KPMG Consulting also observed service representatives utilizing ACATS at the B&CC center in Tucker, Georgia. KPMG Consulting also reviewed screenshots provided by BellSouth from BDATS and ACATS to confirm the existence and, among

Test Reference	Evaluation Criteria	Results	Comments
			other aspects, the tracking and reporting functionality of these systems.
PPR 10-6	Procedures exist and are documented for logging and acknowledging customer disputes.	Satisifed	Procedures exist for logging and acknowledging customer disputes issued via the BAR form. BAR forms for CRIS and IBS/Tapestry billing disputes are logged and tracked in BDATS. For CABS billing disputes, ACATS is used. Service representatives acknowledge receipt of billing disputes by sending the tracking number and contact information to the ALEC once the BAR form is logged. This information is sent in the same manner in which the BAR form was received (i.e. fax, e-mail, or U.S. mail). BellSouth has an internal target of acknowledging customer disputes within three business days. KPMG Consulting reviewed and confirmed that procedures are documented in the BellSouth Billing Disputes Process – Network Services – Customer Services and in the Process Flow for Billing Disputes and can be found on-line.[13] The acknowledgement objective is found in BellSouth internal document BAR Form Center Delivered Training. KPMG Consulting further confirmed this information during interviews conducted in November 2000 (refreshed in November 2001) and in April 2002 with the BellSouth Manager - Billing and Collections at the Birmingham, Alabama center and in an interview in June 2002 with the BellSouth Manager of the Tucker, Georgia center. KPMG Consulting also reviewed the dispute acknowledgement process with service representatives during onsite observations at the Birmingham, Alabama center in November 2000 and April 2002 and at the Tucker, Georgia center in June 2002. In addition, KPMG Consulting reviewed historical billing dispute documentation provided by BellSouth for CRIS, IBS/Tapestry and CABS billing disputes including BAR forms and claim acknowledgement emails.

[13] http://www.interconnection.bellsouth.com/guides/other_guides/pdf/chapter2/ch2sec5.pdf

Test Reference	Evaluation Criteria	Results	Comments
PPR 10-7	The process includes procedures for status tracking.	Satisfied	Procedures exist for dispute status tracking. Customer billing disputes submitted to the B&CC on BAR forms are tracked through BDATS or ACATS as appropriate. Both systems assign a tracking number. An ALEC can obtain a status of its dispute using the tracking number by calling its assigned service representative. BellSouth status tracking procedures are documented in the BellSouth Process Flow for Billing Disputes, box #6 that can be found on-line.[14] Fields for the contact name and contact telephone number of the service representative assigned to the billing dispute are also noted on the BAR form available to ALECs on the BellSouth Interconnection website. KPMG Consulting confirmed that status tracking is reported in the Billing Dispute Administrative Reports produced by BDATS; in the ACATS Dispute Progress Log (used in the Tucker, Georgia center) and is a function of ACATS. KPMG Consulting also reviewed the BellSouth Account Team/CLEC Care Team Procedures for evidence of procedures for status tracking of ALEC billing-related questions and inquiries. Further, this document notes that the ALEC and 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.
PPR 10-8	Procedures for follow-up activities are defined.	Satisfied	BellSouth's dispute resolution follow-up procedures are documented on BellSouth's website.[15] A service representative follows up with a customer at three points in the process: ♦ on receipt, if errors are detected; ♦ after logging to provide tracking information; and ♦ upon resolution. ALECs are provided with a service

[14] http://www.interconnection.bellsouth.com/forms/bar/Process_flow.pdf
[15] http://www.interconnection.bellsouth.com/guides/other_guides/pdf/chapter2/ch2sec5.pdf

Test Reference	Evaluation Criteria	Results	Comments
			representative point of contact and a unique dispute tracking number from BDATS or ACATS to follow-up for status. This information is provided to ALECs on the BAR form. KPMG Consulting further confirmed that these procedures exist during onsite observations of service representatives at the Birmingham, Alabama center in April 2002 and the Tucker, Georgia center in June 2002. In addition, KPMG Consulting reviewed historical billing dispute documentation provided by BellSouth for CRIS, IBS/Tapestry and CABS billing disputes including BAR forms.
PPR 10-9	The process includes procedures for closure of disputes.	Satisfied	The dispute resolution process contains steps for closing a dispute. This process is documented in the BellSouth Process Flow for Billing Disputes, boxes # 8-12 and can be found on-line.[16] KPMG Consulting also reviewed and confirmed that the procedures for closure of disputes are documented in the BellSouth Billing Disputes Process – Network Services – Customer Services and the BellSouth internal document, Disputes - Resale Guidelines for Handling. Service representatives close CRIS, IBS/Tapestry and CABS disputes by making or denying adjustments, updating dispute status, and notifying the ALEC. Resolutions are communicated back to ALECs via the BAR form. As specified in the document, BellSouth CLEC Billing Guide – Dispute Resolution, ALECs have five business days to respond if they do not concur with the resolution; otherwise the dispute is closed and the ALEC is considered to have concurred with the resolution. KPMG Consulting obtained information on closure of disputes during interviews conducted in November 2000, November 2001 and April 2002 with the BellSouth Manager - Billing and Collections at the Birmingham, Alabama center and in a June 2002 interview with the Tucker, Georgia center Manager – Billing and Collections.

[16] http://www.interconnection.bellsouth.com/forms/bar/Process_flow.pdf

Test Reference	Evaluation Criteria	Results	Comments
			KPMG Consulting observed representatives following the BellSouth Dispute Resolution process, including closure of disputes during onsite visits to the B&CC center in Birmingham, Alabama in November 2000 and April 2002 and reviewed the process of closure of CABS disputes during an onsite visit to the B&CC center in Tucker, Georgia in June 2002. In addition, KPMG Consulting reviewed historical billing dispute documentation provided by BellSouth for CRIS, IBS/Tapestry and CABS billing disputes including BAR forms and BDATS screen prints.
PPR 10-10	The B&CC provides timely resolution of customer disputes.	Satisfied	The B&CC has an internal target to resolve CRIS, IBS/Tapestry and CABS billing disputes within 60 days.[17] This target is communicated to the ALECs via the BellSouth CLEC Billing Guide – Dispute Resolution. Information is gathered in BDATS to track and report the age of billing disputes for each customer. Similarly, the B&CC center in Tucker, Georgia has management reports that track the age of CABS disputes (logged in ACATS) by carrier. An objective contained in the service representative Performance Measurement Plan (PMP) is to resolve disputes within the 60-day target. Evidence of adherence to this dispute resolution target was found through review of BDATS report confirming that the 60-day target is being met by BellSouth service representatives for local billing disputes.[18] In addition, KPMG Consulting reviewed historical billing dispute documentation provided by BellSouth for CRIS and IBS/Tapestry billing disputes including BAR forms and BDATS screen prints that confirmed that the 60-day target is being met by BellSouth service representatives for local billing disputes.

[17] When the BellSouth Interconnection website update was reviewed in January 2002, the dispute resolution timeframe in the Billing Guide was noted as sixty days. The current version of the CLEC Billing Guide on the BellSouth Interconnection website now notes the timeframe as thirty days. This discrepancy (along with other documentation discrepancies) is the subject of observation 202.

[18] BDATS screen prints reviewed cited six billing disputes resolved within a 30-day timeframe.

Test Reference	Evaluation Criteria	Results	Comments
			In addition, KPMG Consulting's review of historical CABS access billing dispute documentation showed that BellSouth service representatives did not meet the documented 60-day billing dispute resolution target for some of the CABS billing disputes reviewed. However, it should be noted that this evaluation only encompasses non-access billing dispute issues related to the B&CC.
PPR 10-11	Process includes procedures and timelines for issuing adjustments.	Satisfied	The BellSouth dispute resolution process contains procedures and timelines for issuing adjustments. Adjustments for CRIS disputes are made using BOCRIS while adjustments for IBS/Tapestry disputes and CABS disputes are made using the IBS/Tapestry system and ACATS respectively. When an adjustment is processed within three days of the close of a billing period, the credit or debit may not appear on the next ALEC bill. However, the credit or debit will appear no later than the second bill period after the adjustment is issued. KPMG Consulting reviewed and confirmed that the adjustment procedure is outlined in the Process Flow for Billing Disputes, section 10 and can be found on-line.[19] BellSouth's dispute resolution process is also located on-line.[20] KPMG Consulting reviewed historical billing dispute documentation provided by BellSouth for CRIS, IBS/Tapestry and CABS billing disputes including BAR forms and bills with adjustments applied to confirm BellSouth's adherence these procedures.
PPR 10-12	The process includes procedures for issue escalation.	Satisfied	Escalation procedures and the handling of issues, problems and disputes are defined and documented in the Work Center Escalation Procedures for Local Services, Appendix A and in the Interconnection Billing & Collection Contact and Escalation Matrix available on the BellSouth Interconnection website. The standard Interconnection Agreement

[19] http://www.interconnection.bellsouth.com/forms/bar/Process_flow.pdf
[20] http://www.interconnection.bellsouth.com/guides/other_guides/pdf/chapter2/ch2sec5.pdf

Test Reference	Evaluation Criteria	Results	Comments
			Attachment 7 - Section 2.3.1 also references the escalation process as part of the Billing Quality Assurance program. This process is negotiated between the ALEC and BellSouth to define the standards, measures and performance requirements for a billing measurement process. This can include a mutually agreed upon escalation process to resolve billing discrepancies. If these terms are embedded in an ALEC's Interconnection Agreement, those ALEC-specific terms will supercede the standards that are generally available.
PPR 10-13	The process includes procedures for measuring and reporting the performance of the B&CC.	Satisfied	The BellSouth process includes procedures for measuring and reporting the performance of the B&CC. These procedures are documented in the Resale and Access Performance Measure Plan (PMP). The PMP identifies a performance objective for each service representative job function and how it is measured. The PMP also outlines organizational measurements including competencies and skills tracked at the manager level in order to measure the center's overall performance. KPMG Consulting confirmed, through reviews of documentation, including BDATS Billing Dispute Administrative reports and the Combined Group Report Card, that performance objectives, such as the 60-day dispute resolution target, were measured and reported. For the B&CC center in Tucker, Georgia, KPMG Consulting also reviewed management reports that track the age of CABS disputes (logged in ACATS) by carrier and an historical Access Quality Review form for a specific B&CC service representative. Other documentation reviewed to validate the existence of measurement tools included the Performance Review Checklist. This information was also confirmed in interviews conducted with the BellSouth Manager -- Billing and Collections in November 2001 and April 2002 and in June 2002.
PPR 10-14	Management oversight responsibilities are defined.	Satisfied	Management oversight responsibilities are defined in the organizational measurements section of the PMP.

Test Reference	Evaluation Criteria	Results	Comments
			Managers are measured on their ability to oversee dispute processing and professional development of service representatives. The PMP organizational measurements section outlines the competencies and skills to be tracked at the manager level. BellSouth Managers are required to conduct service representative performance quality reviews monthly. Managers also are responsible for workforce sizing as outlined in the B&CC Model and process for workforce management. Evidence of the existence of these responsibilities was also provided in an interview conducted in November 2000 (refreshed via conference call in November 2001) and in an interview conducted in April 2002 with the BellSouth Manager -- Billing and Collections at the Birmingham, Alabama center and in an interview and onsite observations conducted in June 2002 at the Tucker, Georgia center. KPMG Consulting also reviewed an historical Access Quality Review form for a specific B&CC service representative at the Tucker, Georgia center as evidence of adherence to management oversight responsibilities.
PPR 10-15	A capacity planning process exists which is based on business and transaction volume and resource utilization forecasts.	Satisfied	A capacity planning process exists based on ALEC business and transaction volumes and forecasts resource requirements in the B&CC. The internal Local Carrier Service Center (LCSC) Ordering Force Sizing Model captures statistics on ALEC ordering activity and maintains a historical database of this activity for the purpose of determining optimal force size in the LCSC. Data is reported for the previous year and predicts force requirements for the upcoming year. The B&CC model takes a percentage of the LCSC model to predict force levels for the B&CC. Evidence of the process is contained in the B&CC Model and the LCSC Ordering Force Size Model. Information was also obtained during interviews conducted in Atlanta, Georgia in August 2001 with the BellSouth Manager Interconnection Finance, the BellSouth Manager LCSC Force Model and

Test Reference	Evaluation Criteria	Results	Comments
			the BellSouth Manager CWIN. During initial testing, KPMG Consulting determined that BellSouth's B&CC lacked a formal process for identifying and planning for changes to personnel levels necessary because of fluctuating volumes. As a result, Exception 37 was issued. KPMG Consulting reviewed documentation provided by BellSouth that confirmed the existence of a capacity planning process for the B&CC. KPMG Consulting also conducted an interview with B&CC management staff on the work force capacity planning process to further confirm the existence of this process. As a result, KPMG Consulting closed Exception 37.
PPR 10-16	Process includes procedures for maintaining security and integrity of customer data.	Satisfied	Procedures exist for maintaining security and integrity of customer data. Access to the B&CC physical location is restricted to BellSouth employees. Systems used by service representatives require unique passwords and secure ID's. Electronic documents are stored on shared drives that only authorized personnel can access. Paper documents are stored in locked files. Information was provided in interviews conducted in November 2000 (refreshed via conference call in November 2001) and April 2002 with the BellSouth Manager - Billing and Collections at the Birmingham, Alabama center as well as in June 2002 at the Tucker, Georgia center. Use of passwords and secure IDs were observed in Birmingham, Alabama in November 2000 and April 2002 and in Tucker, Georgia in June 2002.
PPR 10-17	Training for BellSouth service representatives is defined and documented.	Satisfied	Training for service representatives is defined and documented by the BellSouth training department and is found in the BellSouth LCSC Billing/Resale Initial Training curriculum. The BellSouth LCSC Billing/Resale Initial Training curriculum document specifies each course required for new BellSouth service representatives. New BellSouth service representatives must successfully complete the Billing and Collections Training course. This

Test Reference	Evaluation Criteria	Results	Comments
			training includes procedures for dispute handling and customer contact skills. As new procedures are developed, service representatives receive training as required. In interviews with BellSouth subject matter experts, KPMG Consulting learned that service representatives had been trained to use the IBS/Tapestry system on an as needed basis. BellSouth also maintains the Corporate Documentation and Information Access (CDIA) intranet website where news and information updates are communicated to employees and urgent messages are distributed. KPMG Consulting obtained and reviewed screen prints from the CDIA website. When a process is changed or improved, the personnel within the B&CC are notified via CDIA messaging, e-mail, updates to the "What's New/Updated/FYI" book in the CDIA or the the development of a training package. Should the process change be significant and require training of greater than one hour in length, then a subject matter expert will develop a Center Delivered Training (CDT) document and e-mail it to Center Management. This CDT will in turn be loaded to CDIA for reference and serve as the basis for training. KPMG Consulting reviewed a process flow documenting what occurs when a process is changed to confirm the existence of this process. Information regarding training of BellSouth personnel was provided in interviews conducted in November 2000 (refreshed via conference call in November 2001) and April 2002 with a BellSouth Manager - Billing and Collections and through documentation reviews.

5.0 Parity Evaluation

This section contains the parity evaluation information for the Billing Work Center/Help Desk Support Evaluation (PPR10).

5.1 Executive Summary

In accordance with the requirements outlined in the Florida Master Test Plan, KPMG Consulting examined processes used by BellSouth to provide billing help desk/work center services for retail and wholesale customers to determine whether the processes are in parity.

In the course of determining the parity between retail and wholesale help desk/work center procedures, KPMG Consulting examined four operational areas: i) systems, ii) personnel, iii) management structure, and iv) facilities. Functional areas were also examined including help desk call processing and work force management for performance, capacity and security. Using these criteria, KPMG Consulting determined that, though certain differences exist between the retail and wholesale help desk/work center, in most cases, parity exists.

The wholesale B&CC handles wholesale billing disputes on an individual case basis and does not serve as a call center. ALECs can direct billing disputes to the B&CC by fax, e-mail or U.S. mail, then follow-up with a customer representative who is responsible for handling matters for a specific CLEC. Other problems, issues, and questions are directed to the CLEC's Account Team/CLEC Care Team for resolution.

On the retail side, the centers that handle customer concerns address a broader range of issues than the B&CC. The retail centers are designed to operate as true call centers. The Mid-Market Retail Call Center is responsible for handling billing inquiries as well as FCC and PSC complaints, disputes and customer questions.

5.2 Method of Analysis

KPMG Consulting conducted interviews with BellSouth subject matter experts (SMEs) for both the retail and wholesale customer service processes. Interviews were conducted during November 2000, April 2001, August 2001 and the data was refreshed in November 2001. Additional interviews to evaluate the wholesale customer service processes were conducted in April 2002 and June 2002. KPMG Consulting also reviewed documentation delineating the help desk processes and procedures followed by both the retail and wholesale account teams. These reviews focused on the systems, personnel, management structure, facilities, and functional processes used in the help desk/work center.

5.3 Results

A summary of the results of KPMG Consulting's parity evaluation is presented in Table 10-3.

Table 10-3: PPR10 Billing Help Desk/Work Center Process Evaluation Parity Review

Process Area	Retail Help Desk	Wholesale Help Desk	KPMG Consulting Comments
Systems	Customer Service Agents (CSA) use the following systems: ♦ A Microsoft Access database (untitled) to log and track significant billing disputes;	The B&CC uses the following systems: ♦ BDATS and ACATS are used to track and report status on CRIS, IBS/Tapestry and CABS billing disputes and for	The systems used for retail and wholesale billing help desk/work center processing are similar in function. Tracking systems used in wholesale and retail billing help desk centers although not the same, perform similar functions.

Process Area	Retail Help Desk	Wholesale Help Desk	KPMG Consulting Comments
	disputes; ♦ BOCRIS is used to access customer records for dispute resolution; and ♦ The Mechanized Online Billing Investigation system (MOBI) is used for investigation and account history.	center administration; ♦ BOCRIS, IBS/Tapestry and ACATS are used to access customer records for CRIS, IBS/Tapestry and CABS dispute resolutions respectively; and ♦ The Mechanized Online Billing Investigation system (MOBI) is used for investigation and account history.	Further, systems used for CRIS dispute resolution and investigation are the same. Evidence for this was provided in interviews conducted with center managers in November 2000, April 2001, November 2001, April 2002 and June 2002.
Personnel	Customer Service Agents (CSA) support the Mid-Market Retail Call Center. CSAs are responsible for processing: ♦ Billing inquiries; ♦ FCC and PSC Complaints; ♦ Billing disputes; ♦ Customer questions on products and services; and ♦ Customer requests for new service, changes or disconnection of service. CSAs in the Atlanta office are divided into two groups, a Call	Service representatives support the B&CC. Service representatives are responsible for processing billing disputes. In the Birmingham, Alabama B&CC[21], forty-six service representatives are considered the line force, which resolves billing disputes and whose work effort is directed by six managers. Ten staff support managers maintain methods and procedures for the line force group.	Line personnel at the wholesale and retail centers perform similar functions, although the titles differ and the scope of responsibilities for CSAs in the Mid-Market Retail Call Center is broader than that of the service representatives in the B&CC. Evidence for this was provided in interviews conducted with center managers during November 2000, April 2001, November 2001 and April 2002 and in organization charts.

[21] As was previously noted, the Birmingham, Alabama B&CC center supports the billing disputes of resellers and ALECs. Since resale and retails customers are billed from the CRIS billing system, the Birmingham, Alabama center is most analogous for this aspect of the retail parity assessment.

Process Area	Retail Help Desk	Wholesale Help Desk	KPMG Consulting Comments
	Center group of 35 CSAs and a Sales Support Team of 17 CSAs.		
Management Structure	The Mid-Market Retail Call Center handles BellSouth Business Services and Large Retail Accounts. This center is organized with three CSA Managers and one Force Manager. The four managers report to the Center Manager.	The B&CC is in the Network Services organization. The Staff Support group reports to the Senior Manager. Service representatives report to a supervisor who reports to the Senior Manager.	The management structure in the wholesale and retail centers perform similar functions (i.e., managing line level personnel to ensure, that among other responsibilities, that billing disputes are resolved). Although, wholesale and retail call centers are in different organizations and have a different management structure due to the different make up of personnel that staff each center, their functions are similar. Evidence for this was provided in interviews conducted with center managers during November 2000, April 2001, November 2001 and April 2002 and in organizational charts.
Facilities	Mid-Market Retail Call Centers are located in Atlanta, Georgia; Birmingham, Alabama; and Jacksonville, Florida. These call centers provide direct customer support to end users.	The personnel for the B &CC are located in Birmingham, Alabama and Tucker, Georgia. Both locations are not designed to serve as call centers. Rather, these centers process billing disputes received from ALECs by U.S. mail, fax, and e-mail, and make follow up calls only when needed (e.g., a service representative may contact an ALEC if clarification is required for the dispute details noted on the BAR form).	The facilities of the wholesale and retail centers are in different locations. The retail centers serve as call centers while the wholesale centers maintain customer contact primarily through U.S. mail, fax and e-mail. The customers served by the retail centers (i.e., end users) differ from the customers served by the wholesale centers (i.e., ALECs). As such, no analogue is apparent. Evidence of this was provided in interviews conducted with center managers during November 2000, April 2001, November 2001, April 2002 and June 2002.
Help Desk Call processing	The Mid-Market Retail Call Center receives calls for orders, billing inquiries and disputes as well as questions about products and	The B&CC handles ALEC billing disputes mailed, faxed and e-mailed to the appropriate center. ALECs can follow-up	Although the resources to which the customers (retail customers and ALECs) must turn for resolution of their billing disputes, questions and inquiries differ, the resources on both the retail and wholesale side perform similar call processing functions

Process Area	Retail Help Desk	Wholesale Help Desk	KPMG Consulting Comments
	about products and services and service order status. Calls are answered immediately, details are logged and resolution is attempted with the customer on the phone. If the call cannot be resolved immediately, a resolution process is initiated.	with a service representative who is responsible for handling all matters for a specific ALEC after the dispute is validated and logged. The resolution target timeframe for billing disputes is 60 days. Product and service questions are handled by the Account Team/CLEC Care Team. Similarly, service order status questions are handled by the Local Customer Service Center (LCSC).	similar call processing functions. While retail customers can call a Customer Service Agent with billing questions and disputes. Wholesale customers must contact their Account Team/CLEC Care Team for billing-related questions and mail, fax or e-mail a BAR form to the B&CC to initiate a dispute. Evidence of this was provided in interviews conducted with center managers during November 2000, April 2001, November 2001, April 2002 and June 2002. The BellSouth CLEC Billing Guide also describes the process for handling wholesale billing disputes; while the BellSouth Account/Team CLEC Care Team Procedures documents the process for handling wholesale billing-related questions and inquiries.
Workforce Performance and Capacity Management	Performance metrics are in place to ensure adherence to approved methods and procedures. CSAs and managers are evaluated based on attainment of objectives established for such areas as dispute resolution, call volume, call abandonment rate, and other standards set by the staff. The overall center is evaluated on CSA performance, referrals, behavior competencies, specified call calibration criteria with 17 focus areas, and how well the switch is managed. The "Force Manager" controls workforce	The Performance Management Plan (PMP) defines the process for evaluating the performance of the center's service representatives. The plan includes quantity, quality, and competency measures, performance objectives and tracking procedures. The Local Billing and Collections Center workforce management model is a function of the LCSC model and is used to predict force levels for the Billing Work Center/Help Desk. Work force forecasts are predicted at 18% of LCSC service representative volumes and 14% of LCSC clerical	The retail and wholesale centers have similar performance measurements and workforce management processes. Parity exists where corporate PMPs are in effect as it relates to corporate measures. Examples of such measures include productivity, customer care and job knowledge. Both the wholesale and retail centers have workforce management processes in place for performance and capacity. These processes are unique to each center. Evidence of this was provided in interviews conducted with center managers during April 2001, August 2001 and November 2001 and in the Performance Measurement Plan and capacity management plan for the wholesale center.

Process Area	Retail Help Desk	Wholesale Help Desk	KPMG Consulting Comments
	capacity. Daily reports and call volume statistics are produced and reviewed and resources are shifted between the three call centers as needed.	volumes.	

5.2.3 Results Summary

Although the retail help desk procedures are not the same as those in the wholesale help desk/work center, KPMG Consulting found functional similarities in the systems, personnel, management structure, help desk call processing and workforce capacity performance and capacity management areas. For the facilities operational area, KPMG Consulting was unable to make an assessment of parity since the retail and wholesale facilities were not analogous. In summary, KPMG Consulting found the Retail and Wholesale Help Desk/Work Centers to be comparable in function and therefore in parity for those aspects that were analogous.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed in Section 4.1 above and the number that was satisfied or not satisfied at the conclusion of the test.

6.1 Summary of Findings

There were 17 evaluation criteria considered for the Billing Work Center/Help Desk Support Evaluation (PPR10). All 17 evaluation criteria received a satisfied result.

As all evaluation criteria are satisfied, KPMG Consulting considers the Billing Work Center/Help Desk Support Evaluation (PPR10) test area satisfied at the time of final report delivery.

B. Test Results: Daily Usage Production and Distribution – Process Evaluation (PPR12)

1.0 Description

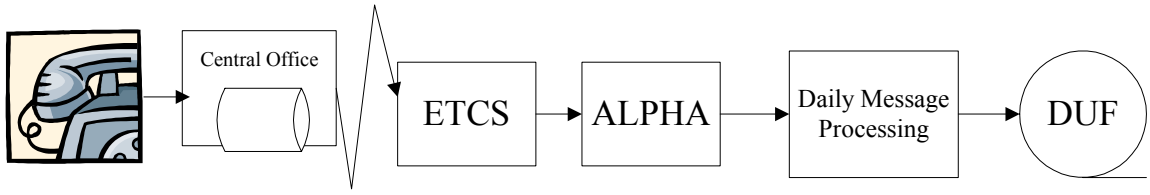
The Daily Usage Production and Distribution - Process Evaluation (PPR12) was an operational analysis of the processes and documentation used by BellSouth to create and transmit the Daily Usage File (DUF), which contains records of billable messages belonging to Alternative Local Exchange Carriers (ALECs). The objective of this test was to determine the accuracy, completeness and timeliness of processes used to produce and transmit DUFs. Additionally, the DUF production and distribution process was compared with BellSouth retail practices for parity, to the extent that specific retail analogs could be identified

2.0 Business Process

This section summarizes the business processes used in DUF production and distribution.

2.1 Business Process Description

Daily Usage Files (DUFs) contain records that provide details of calls that originate from, and are recorded by, BellSouth's switches, as well as records for alternately billed calls[22] that originate from other Local Exchange Carriers (LECs). BellSouth processes these message records through multiple systems and identifies the ALECs to which the usage belongs. Records are translated into Exchange Message Interface (EMI) format and are delivered to ALECs on a daily basis via one of the available delivery options: CONNECT:Direct™, LAN-to-LAN or dial-up, as selected by the ALEC.



The actual processing of usage occurs as follows:

- The end user places a call.
- The call is recorded by the switch, located in the BellSouth central office that serves the originating number.
- The usage detail is sent to the BellSouth message processing system via the switch collection process. Switch collection occurs on either a time-sensitive (no less than daily), or volume-sensitive (storage capacity of the switch) basis.
- On a daily basis, the BellSouth message processing system formats, sorts, and, if necessary, rates the usage. Records are formatted into EMI format for external DUF delivery, and into

[22] Alternately-billed calls are calls that are billed to a telephone number other than the originating number, such as collect, third number billed, and calling/credit card calls.

BellSouth internal proprietary formats for billing. Any errors are placed into re-circulation to await correction.

- ALEC ownership of the usage is determined by guide files that are established and updated through service order activity.
- DUF datasets are generated and delivered each business day.
- The DUF dataset is sent to the ALEC via electronic transmission.

Throughout the processing stream, BellSouth has integrated balancing software (UNITECH) to ensure that the inputs and outputs of each process are reconciled. A manual-balancing group reviews process reports and resolves any out-of-balance conditions.

DUF datasets that are delivered to ALECs are stored for 90 days following creation. After 90 days, the DUF datasets are deleted and retransmission is not possible.

BellSouth's capacity management plan uses a combination of initiatives in addition to the ongoing capture and analysis of historical data to achieve the objectives related to resource planning and performance assurance. The following are examples of the types of initiatives used by BellSouth to maintain necessary service levels:

- Workload resource usage/service level measurement;
- Application modeling;
- Forecasting;
- Platform workload response time modeling;
- Platform configuration optimization modeling; and
- Performance/Availability assurance with exception reporting.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target was to evaluate the accuracy, completeness and timeliness of processes used by BellSouth to produce and distribute the DUF. The test included review of the following processes and sub-processes:

- DUF Production;
  - DUF balancing and reconciliation;
  - Route daily usage;
- DUF transmission;
  - Data transmission and cartridge tape delivery to ALEC;
- Usage history maintenance and retransmission;

- DUF backup creation;
- DUF backup retrieval and transmission; and

- Capacity management process.

3.3 Data Sources

The sources of data for this test included the following:

- Interviews with BellSouth DUF processing subject matter experts;
- DUF processing documentation provided by BellSouth; and
- Documentation available on BellSouth's interconnection website.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

Process interviews were conducted with BellSouth SMEs to assess BellSouth's ability to produce, distribute and resend DUFs. Processes, methods and procedures, and supporting documentation were evaluated to substantiate and supplement interview findings KPMG Consulting interviewed an ALEC and observed the ALEC requesting a DUF resend to verify BellSouth's compliance with published business rules.

The Daily Usage Production and Distribution - Process Evaluation (PPR12) included a checklist of evaluation measures developed by KPMG Consulting during the initial phase of test activities for the BellSouth OSS Evaluation. These evaluation measures, detailed in the Florida Master Test Plan, provided the framework of norms, standards, and guidelines for the Daily Usage Production and Distribution - Process Evaluation (PPR12).

The data collected were analyzed employing the evaluation criteria referenced in Table 12-2 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 12-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 12-2.

Table 12-1: PPR12 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	0	0
Total Disposed as of Final Report Date	0	0
Total Open as of Final Report Date	0	0

Table 12-2: PPR12 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PPR12-1	DUF production and distribution procedures are defined.	Satisfied	BellSouth's DUF production and distribution processes, procedures and process flow charts are described in BellSouth's proprietary Data Delivery documentation covering Usage Processing[23]. Additionally, DUF production and distribution processes are defined in the BellSouth Billing Guide, Chapter IV, which is located on BellSouth's interconnection website[24].
PPR12-2	ALECs are provided with contact information to resolve DUF production and distribution issues.	Satisfied	BellSouth provides ALECs with a CLEC Problem/Issue/File Retransmission form that is completed and submitted to BellSouth DUF support personnel. ALECs are also invited to contact their BellSouth Account Team Member or a BellSouth DUF processing SME via telephone to initiate problem resolution. This information is available in the BellSouth Billing Guide, Chapter IV, located on BellSouth's interconnection website.
PPR12-3	DUF balancing and reconciliation procedures are defined.	Satisfied	Interviews conducted with BellSouth DUF SMEs on October 10, 2000, November 15, 2001, and January 29, 2002 and a review of BellSouth's proprietary DUF production control process documentation, Data Delivery Usage Processing, Chapter II: Controls[25] demonstrated that the DUF balancing and reconciliation procedures are defined.
PPR12-4	DUF routing and guiding is defined and controlled by documented processes.	Satisfied	KPMG Consulting interviewed BellSouth DUF processing SMEs on October 10, 2000, November 15, 2001, and January 29, 2002 in addition to reviewing BellSouth's DUF usage flow[26]. KPMG Consulting determined that BellSouth has a DUF record guiding process in place to route usage to the correct ALEC. Usage is re-circulated until guided or is assigned an error code, designated for manual error correction, and then reintroduced into the guiding process.
PPR-12-5	DUF routing and guiding contains functionality to	Satisfied	BellSouth documentation describing usage ownership rules, and the relationship between

[23] Issue Date 8/10/98, Revision Date 9/27/99
[24] http://www.interconnection.bellsouth.com/guides/html/understanding_bill.html
[25] Issue Date 2/17/98, Revision Date 9/23/99
[26] Data Delivery Usage Processing, Chapter I: Usage Flow to ODUF, Page I.3.7, Issue Date 2/17/98, Revised 9/23/99

Test Reference	Evaluation Criteria	Result	Comments
	address pending and completed service order activity.		service order processing and the routing and guiding of usage, is available under Service Order Usage Timeline in the BellSouth Billing Guide, Chapter IV, which is located on BellSouth's interconnection website.
PPR12-6	DUF data delivery options are documented.	Satisfied	DUF delivery options available to ALECs are documented under Delivery Options in the BellSouth Billing Guide, Chapter IV, which is located on BellSouth's interconnection website.
PPR12-7	DUF is prepared and delivered according to a defined production schedule.	Satisfied	BellSouth's proprietary documentation on Usage Processing, Data Delivery, Chapter I: Timing of Optional DUF (ODUF) Messages[27] details the timing from the actual recording of the end user's message to the transmission of the related DUF to the ALECs. The DUF transmission schedule is available under Transmission Schedule in the BellSouth Billing Guide, Chapter IV, which is located on BellSouth's interconnection website. KPMG Consulting confirmed that DUF transmissions occur in a timely manner per the defined production schedule.
PPR12-8	ALECs are provided with a status mechanism for tracking retrieval and retransmission requests.	Satisfied	BellSouth provides ALECs with a 24-hour, seven-day per-week contact number for issues pertaining to file transmission. This information is available under File Transmission Assistance in the BellSouth Billing Guide, Chapter IV, which is located on BellSouth's interconnection website. KPMG Consulting observed an ALEC retransmission request through initiation, tracking, and receipt of the requested file. The retransmitted file was delivered to the ALEC in a timely manner and compared to the original DUF; no differences were identified.
PPR12-9	Policies regarding historical availability of archived DUF are documented.	Satisfied	BellSouth documentation describing the 90-day period for which DUFs remain available is available under Controls and Assurance in the BellSouth Billing Guide, Chapter IV: Optional Daily Usage File, which is located on BellSouth's interconnection website.
PPR12-10	Procedures for ALEC retrieval and retransmission requests are	Satisfied	BellSouth provides ALECs with a CLEC Problem/Issue/File Retransmission form that is completed and submitted to BellSouth DUF

[27] Issue Date: 2/17/98, Revision Date: 9/23/99

Test Reference	Evaluation Criteria	Result	Comments
	documented.		support personnel to formally request retransmission of a DUF. Alternately, ALECs may contact their BellSouth Account Team Member or directly contact BellSouth's DUF processing SME who can initiate the retransmission process. This information is available under File Transmission Assistance in the BellSouth Billing Guide, Chapter IV: Optional Daily Usage File, which is located on BellSouth's interconnection website. KPMG Consulting observed an ALEC retransmission request through initiation, tracking, and receipt of the requested file. The retransmitted file was delivered to the ALEC in a timely manner and compared to the original DUF; no differences were identified.
PPR12-11	Capacity management practices related to DUF production and distribution are documented.	Satisfied	KPMG Consulting reviewed BellSouth's proprietary capacity management requirements document, Capacity Planning Methodology, Practices and Requirements[28]. KPMG Consulting found that the capacity management processes are documented.

5.0 Parity Evaluation

This section contains the parity evaluation for the Daily Usage Production and Distribution - Process Evaluation (PPR12).

5.1 Overview

In accordance with the Master Test Plan, KPMG Consulting examined processes employed by BellSouth to produce and distribute usage records for retail customers and those that are employed to produce and distribute DUFs for ALECs to determine whether the processes are in parity. Where processes were found to be analogous, KPMG Consulting compared the retail processes to the wholesale processes to determine the degree of parity performance by BellSouth.

To determine the existence of retail analogs, KPMG Consulting evaluated the degree of similarity in four operational areas including systems, personnel, management structure, and facilities, as well as three functional areas including balancing and reconciliation of data, retention of data, and resend capability. Through this evaluation, KPMG Consulting determined that BellSouth's process for producing and distributing ALEC resale and Unbundled Network Element – Platform (UNE-P) DUFs is in parity with its process in producing and distributing retail usage.

5.2 Method of Analysis

BellSouth uses the Centralized Message Distribution System (CMDS) to route retail usage to the owning entity. BellSouth uses a proprietary DUF delivery process to route wholesale usage to the

[28] Version 2.3, issue date December 1, 2000

owning entity based on Operating Company Number (OCN). In the course of this analysis, KPMG Consulting conducted interviews with BellSouth SMEs responsible for managing CMDS and DUF production and distribution processes for both retail and wholesale services. Interviews were conducted during October 2000 and May 2001. These reviews focused on the systems, personnel, management structure, facilities, and functional processes used for usage production and distribution. Refresh interviews pertinent to the resale process were conducted in November 2001 and pertinent to the new UNE-P process in January 2002.

5.3 Results

A summary of the results of KPMG Consulting's parity evaluation is presented in Table 12-3:

Table 12-3: PPR12 Daily Usage Production and Distribution Parity Evaluation

Process Target Area	Retail Usage Production and Distribution	Wholesale Usage Production and Distribution	KPMG Consulting Comments
Systems/Process	Retail usage recorded on BellSouth switches is polled via Electronic Toll Collections System (ETCS), processed through ALPHA Message Processor System and placed into a billing system internal format. Usage is then guided to the appropriate account in the Customer Record Information System (CRIS) for local/toll billing. When the billing Revenue Accounting Office (RAO) is different from the originating RAO, the message is sent via CMDS to the owning (billing) entity, which may or may not be BellSouth.	Wholesale usage recorded on BellSouth switches is polled via ETCS, processed through ALPHA Message Processor System and placed into a billing system internal format. Usage is then guided to the appropriate account in the CRIS billing system for resale local/toll billing and in BellSouth Integrated Billing Solutions (IBS) and Carrier Access Billing System (CABS) for UNE-P billing. When the billing RAO is different from the originating RAO, the message is sent via CMDS to the owning (billing) entity, which may or may not be BellSouth. DUF processing requires additional steps to determine wholesale ownership before DUF creation occurs.	The systems used to process retail and resale usage are comparable. There is additional processing involved to determine wholesale ownership within each billing system and to actually create and distribute the DUF. Additional systems such as CABS and IBS are used to process UNE-P usage. From a parity perspective, no material impacts are imposed on the process through the use of these systems.
Personnel	Billing Specialists within the Wholesale Billing Services organization manage the RAO-to-RAO transfer of messages using CMDS for both retail and wholesale billing.	Billing Specialists within the Wholesale Billing Services organization manage the DUF production and distribution processes.	Responsibilities are aligned by function rather than by retail or wholesale. Personnel manage work in accordance with methods and procedures that are common to both retail and wholesale billing.

Process Target Area	Retail Usage Production and Distribution	Wholesale Usage Production and Distribution	KPMG Consulting Comments
Management Structure	For retail usage production and distribution via CMDS, Billing Specialists in the message processing area report to the manager of Wholesale Enhanced Billing Services.	For wholesale usage production and distribution via DUF, Billing Specialists in the message processing area report to the manager of Wholesale Enhanced Billing Services.	Responsibility and accountability for the production and distribution of retail and wholesale usage fall under the same management organization. There is no division of responsibility by retail versus wholesale.
Facilities	Message processing SMEs are located in Birmingham, Alabama. Retail usage is produced in and distributed via CMDS from the Birmingham, Alabama and Charlotte, North Carolina data centers.	Message processing SMEs are located in Birmingham, Alabama. Wholesale usage is produced in and distributed via DUF from the Birmingham, Alabama and Charlotte, North Carolina data centers.	Data processing is segregated by geographic region and not by retail versus wholesale as evidenced by the usage production and distribution schedules for the Birmingham, Alabama and Charlotte, North Carolina data centers with the exception of the distinction between CMDS and DUF distribution jobs. CMDS distribution is at the billing RAO level with delivery to a usage clearinghouse whereas DUF distribution is at the OCN level to the wholesale customer.
Balancing and Reconciliation	Trending is used to detect switch volume fluctuations that may indicate a polling problem. The balancing and reconciliation of retail usage is accomplished through the use of UNITECH software that compares the number of records in the output of a job to the number of records in the input of the next job in the processing stream.	Trending is used to detect switch volume fluctuations that may indicate a polling problem. The balancing and reconciliation of wholesale usage is accomplished through the use of UNITECH software which compares the number of records in the output of a job to the number of records in the input of the next job in-the processing stream. There is an additional manual balancing step for DUF record volumes prior to the actual distribution of the files.	The UNITECH balancing and reconciliation process employed by BellSouth makes no distinction as to retail versus wholesale with the exception of a final manual balancing step in the wholesale arena. This additional balancing step is unique to wholesale usage. No material impacts from a parity perspective are imposed on the process by this additional balancing step.

Process Target Area	Retail Usage Production and Distribution	Wholesale Usage Production and Distribution	KPMG Consulting Comments
Retention of Data	Retail usage data that is distributed via CMDS is retained for a period of 90 days.	DUFs are retained for a period of 90 days.	There is no distinction by retail versus wholesale in the 90 day retention period of transmitted usage data.
Resend Capability	Following receipt of a resend request, retained retail usage CMDS files are available for resend the next business day.	Following receipt of a resend request, retained wholesale DUFs are available for resend the next business day.	There is no distinction by retail versus wholesale in the ability to resend usage.

5.4 Parity Results Summary

Retail usage production and distribution is analogous to wholesale usage production and distribution for both resale and UNE-P usage with minor variations in the final distribution systems and balancing/reconciliation processes. KPMG Consulting determined that BellSouth's process in producing and distributing ALEC resale and UNE-P DUF is in parity with its process in producing and distributing retail usage.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed in Section 4.1, Table 12-2 above and the number that were satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 11 evaluation criteria considered for the Daily Usage Production and Distribution - Process Evaluation (PPR12). All 11 evaluation criteria received a satisfied result.

As all evaluation criteria are satisfied, KPMG Consulting considers the Daily Usage Production and Distribution - Process Evaluation (PPR12) test area satisfied at the time of the final report delivery.

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C. Test Results: Bill Production and Distribution Process Evaluation (PPR13)

1.0 Description

The Bill Production and Distribution Process Evaluation (PPR13) was an operational analysis of the processes and procedures employed by BellSouth to produce and distribute wholesale bills. The objective of the evaluation was to determine if these processes were sufficient to ensure that charges for products and services could be accurately billed and delivered in a timely manner. In addition, to the extent that retail analogs were identified, KPMG Consulting examined processes used by BellSouth to produce and distribute bills for retail customers and those used to produce and distribute bills by BellSouth for Alternative Local Exchange Carriers (ALECs) to determine whether the processes were in parity.

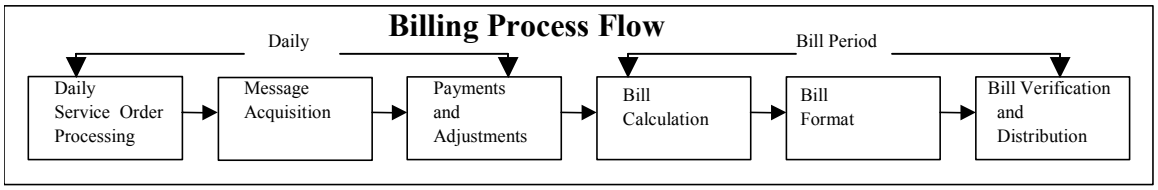
2.0 Business Process

This section describes BellSouth's bill production and distribution business processes.

2.1 Business Process Description

BellSouth's bill production and distribution business processes consist of daily and bill period system sub-processes as shown in Figure 13-1. Daily processing includes service order processing, message acquisition, payments and adjustments. Bill processing, which runs when each bill period ends, includes bill calculation, bill format, bill verification, and bill distribution.

Figure 13-1: Billing Process



In addition, bill balancing and capacity management procedures are executed throughout the billing process.

BellSouth has three billing systems that handle billing of local service products offered by BellSouth to ALECs. Resale local service products are billed out of the Customer Record Information System (CRIS). Certain Unbundled Network Elements (UNEs) such as unbundled switch ports, Unbundled Network Element - Platform[29] (UNE-P), and non-design SL1 loops are billed out of the Integrated Billing Solution (IBS)/Tapestry system, and design SL2 loops as well as access services are billed out of the Carrier Access Billing System (CABS).

2.1.1 Service Order Processing

The CABS and CRIS systems receive completed service orders from the Service Order Communications System (SOCS) where they are rated using the Universal Service Order Code (USOC) rate file, checked for errors and, if error free, posted to the appropriate CRIS/CABS accounts. For products billed out of the IBS/Tapestry system, completed service orders are passed

[29] Also referred to as loop/port combination.

from SOCS to the CRIS system where USOC edits are run before they are sent to IBS/Tapestry for rating and billing.

Orders that error out after provisioning and are completed in SOCS prior to billing, are written to the service order hold file and corrected offline by the Service Order Correction Group. The service order hold file is the repository for orders that were sent to CRIS, CABS or IBS/Tapestry but did not pass the pre-determined edits. The Service Order Correction Group uses documented Service Order Error Correction Methods and Procedures, Volume, V, Part 1, to correct CRIS and CABS orders and the Wholesale Billing Guide, (Usage Section) to correct IBS/Tapestry orders. Orders in the hold files are processed on a daily basis. Once resolved, the orders are released into the billing streams. BellSouth uses several reports to manage this process, which include the Hold File Daily Error Corrections Report, Monthly Service Order Error Analysis report and the CABS/Service Order Processing Universal Service Order Errors report.

2.1.2 Message Processing

Message processing entails recording Automatic Message Accounting (AMA) usage (billable and non-billable), collecting, packaging and sending the data to the Revenue Accounting Offices (RAO) mainframe computers. BellSouth's Florida RAOs are located in Jacksonville, Miami and Ft. Lauderdale. The Electronic Toll Collection System (ETCS) collects and edits AMA usage by polling switches throughout each day to provide timely delivery to billing systems at four-hour intervals. Controls are in place to compare daily usage levels to historical trends and warn of deviations in expected levels. Front-end processing performs edits, formats data, and distributes usage to downstream processing systems. ALPHA and Recording Volume Verification (RVV) are the two mainframe flow-tracking tools used for usage collection analysis purposes by BellSouth. ALPHA is a system that translates usage from the AMA format into an internal BellSouth format for processing to the bill. The ALPHA system will send the usage records to the CRIS and IBS/Tapestry systems for rating and billing. With the introduction of the IBS/Tapestry, no local usage is billed out of the CABS system. In the ALPHA system, there are controls to ensure that the number of records received by ALPHA tallies with the number of records passed on to the billing systems. The RVV system is used to track daily usage volumes and identify errors or unusual trends in volume based on historical data. The RVV system also provides the volume of usage recorded and can provide this information by specific criteria such as call type, record type, hourly volumes and specific dates

2.1.2.1 Usage Validation

Bill Production Managers in the Billing Control group perform monthly cycle checks to verify that usage rates are consistent with contract and/or tariff rates.

Usage processing systems (e.g., ALPHA, ETCS and CRIS) edit usage for accuracy and completeness and send resale usage errors to the Message Investigation Center (MIC). UNE usage errors are sent to the BellSouth Reject and Verification Online (BRAVO) system, (maintained by the Wholesale Usage Group) for correction. Usage that cannot post to an account or be properly rated is sent to these error correction groups. The MIC and Wholesale Usage groups are responsible for managing and investigating usage that fails to meet internal and industry format specifications (e.g., Exchange Messaging Interface (EMI)) and cannot be processed normally through the billing systems. After receiving errors from usage editing, the MIC uses the Collection of Online Usage Errors (CLUE) application to organize message errors with common characteristics for more efficient investigation. The Wholesale Usage Group uses an Error Code Document that provides a description and corrective action for the errors. Once

resolved, corrected usage may be released for billing, deleted (when no revenue was earned), or marked as un-billable (when revenue was earned but cannot be billed e.g., when there is insufficient information on a usage record to identify the party to be billed).

The CLUE and BRAVO systems feed the Interdepartmental Billing Information System (IBIS), which creates error cases[30] and allows the error correction groups to communicate and track errors between BellSouth departments. IBIS cases are prioritized based on the severity (critical, high and normal) of the underlying problem. The category of each IBIS case is dependent on the volume and monetary value of the error. All wholesale and retail usage IBIS cases are prioritized in this manner as stated in the BellSouth Interface Agreement – Regional Guidelines for the BellSouth Billing, Inc (BBI) Network Infrastructure Service Center. Errors are categorized as they are received and are classified into the following categories:

- Critical (24-hour turnaround)
- High (3-day[31] turnaround)
- Normal (5-day turnaround)

Each of the above categories has associated escalation timeframes.

2.1.3 Payments and Adjustments

The Centralized Reconciliation Group (CRG) within the Treasury Organization compares payments received to bank deposits to ensure payments and deposits are in balance. Once payments are received, they are transferred to the Cash processing group for entry into the Financial Database (FDB). Payments are extracted from the FDB and are posted during the bill calculation stage. If the payment cannot be posted to the customer account, it is captured on the Errors and Unidentified Financial Transactions Report. Investigation of unapplied payments is usually completed within 24 hours and the payment is posted to the correct account.

Adjustments may result from contract disputes, commission rulings or billing disputes. Adjustments related to CRIS or IBS/Tapestry are made online in the Billing Operations Business Office Customer Record Information System (BOCRIS) and post to the appropriate account during the next billing cycle. Adjustments applied to CABS accounts are entered into the Automated Claims Adjustment Tracking System (ACATS) that interfaces directly with CABS. These CABS adjustments will generally post to the appropriate account within the next billing cycle.

2.1.4 Bill Calculation

The main bill calculation activities conducted during the billing cycle include:

- Collection of recurring charges, non-recurring charges, usage charges, existing balances and other billable events since the previous billing cycle for inclusion on the current bill;
- Calculation of other charges and credits (OC&Cs) for fractional recurring and non-recurring charges;
- Application of adjustments and discounts;

[30] An error case is a grouping of errors with similar attributes such as error type and billing number. This is done to allow for mass correction of errors where possible.
[31] Business days

- Application of surcharges, late payment charges and taxes; and
- Calculation of sub-totals and bill totals.

2.1.5 Bill Format

The formatting process produces several formatted bills based on specific criteria available to and requested by each customer. There are five different media options for wholesale bills. These media options are:

- Paper
- CD-ROM (Paper Image)
- Tape Media - Cartridge Tape (BDT – Bill Data Tape)
- Tape Media - Round Reel (BDT)
- BDT format provided over CONNECT:DIRECT, 3.5" Floppy disk or File Transfer Protocol (FTP)
- Exchange Data Interface (EDI) format provided over CONNECT: DIRECT

2.1.6 Bill Distribution

Wholesale bills are produced at two bill distribution centers in Birmingham, Alabama and Alpharetta, Georgia. The Birmingham, Alabama bill distribution center is responsible for processing the following bills

- Customized Large User Bills (CLUB), which is a CRIS paper bill.
- Carrier Access Billing System (CABS) bills which are available in paper, CR-ROM, floppy disk and BDT.

The Alpharetta, Georgia bill distribution center specifically processes retail bills i.e. consumer and small business bills.

2.1.7 Bill Verification

In the Birmingham, Alabama Bill distribution center, procedures are in place to check the quality of printed bills. To ensure completeness of a bill print, sequence numbers are checked and control reports are used to ensure that all bills have been produced. Electronic bills and each paper bill (CABS and CLUB) are checked to ensure that expected accounts were produced on the bill. For each billing cycle, BellSouth personnel review a sample of CD-ROMs and a sample of paper bills as a quality control measure. Paper bills are checked for print legibility and CD-ROMs are tested to ensure they are not blank

In the Alpharetta, Georgia Bill distribution center, bills are checked by quantity with no sampling involved (e.g., 1000 bills in and 1000 bills out). Machine operators perform a visual quality control check of sample bills every 30 minutes. Once quality checks are completed, the bills are placed into envelopes and sent to the US Postal Service. For the electronic bills, check-off sheets are also used by BellSouth personnel to ensure that bills for all accounts were produced.

2.1.7.1 Bill Media and Address Changes

For ALECs, billing address and media changes are handled through the Wholesale Billing Support (WeBS) group. WeBS is considered an extension of the ALEC's account manager for order processing. Webs maintains electronic address information on the Customer Billing Options (CBO) table. Address information for paper bills is submitted through the service order process by the Local Carrier Service Center (LCSC) and is posted to the account in the appropriate billing system. Address errors are identified and corrected through the service order error correction process. For electronic bills, the WeBS group is responsible for updating the CBO table directly and this feeds the billing systems for creating bills in the medium requested by the customer.

2.1.8 Bill Balancing

Balancing activities are embedded in the billing application systems and occur throughout all phases of the billing process. The Billing Control group has responsibility for monitoring bill-balancing activities to ensure data completeness, rating accuracy, billing accuracy and system change control. Checks and balances, both systematic and manual, exist to ensure that balances carried forward reflect adjustments and payments received during the previous billing period. To ensure accuracy, Billing Control samples about 700 bills after every rate change for every product.

Retail usage billing has a Run-to-Run group that performs end-of-billing cycle balancing activities to ensure that the data that left ALPHA was received and processed by the appropriate downstream billing systems.

Control reports include RVV reports for reconciliation of usage volumes, Summary of Controlling Records - Proof of Balance reports and Errors and Unidentified Financial Transactions reports. These reports are used for both wholesale and retail usage reconciliation.

2.1.8.1 Out of Balance Conditions

Billing out-of-balance conditions are referred to subject matter experts (SMEs) who investigate and assign a severity code. Severe problems may trigger a stop in the billing cycle run while the problem is resolved (e.g., when an required input file such as a payments file is missing). Multiple jobs run in the production environment during a billing cycle run. If a fatal error occurs when a job is running, the cycle may have to be rerun. Trouble tickets are filed to correct problems. Every situation is unique and requires an assessment of the nature of the problem, customer impact, timeframes for correction, impact on the customer service group, etc.

2.1.9 Capacity Management

Capacity Management procedures ensure the availability of the billing system and other operational support systems (OSS) hardware and network transport elements designed to handle increases in transaction volumes. Processing growth forecasts are completed for the entire BellSouth region and a state-by-state analysis is performed and updated semi-annually. Inputs to the forecasting process include historical data supplied by the LCSC and internal BellSouth business plans. Process outputs center on an estimate of system resources required to support future growth. Capacity planners project future growth for a minimum of one year and a maximum of two years.

2.1.9.1 Capacity Management Responsibilities

Capacity planners for BellSouth Technology Services Inc. (BTSI), also known as BellSouth Technology Group (BTG) analyze data collected by Electronic Data Systems (EDS), a contractor,

and develop quarterly forecasts with semi-annual updates. Four people are responsible for midrange server capacity and three people are responsible for BellSouth internal network planning capacity. The BBI System Designers are responsible for using the port usage[32] forecasts and developing them into hardware requirements

2.1.9.2 Capacity Management Tracking

The BellSouth Forecasting group collects revenue forecasts and projections for the number of services ordered in a given period. The OSS Product Manager draws upon these forecasts as an input into Local Service Requests (LSR) volume projections. This analysis is sent to the BellSouth Information Technology (IT) Systems Modeling group and includes a growth curve and the monthly growth of actual LSRs. The IT Systems Modeling team uses the forecasted data to assist in their capacity planning of hardware and network resources.

2.1.9.3 Capacity Management Senarios

Capacity Planners use a combination of system statistics and application metrics to plan capacity on an application-by-application basis when established utilization thresholds are met.

The BTSI Information Technology Capacity Planning Strategy White Paper (White Paper) outlines the methodology, practices and requirements to define the processes to allow IT to forecast and acquire appropriate resources.

The White Paper outlines possible scenarios of change within the context of system demands and includes normal incremental growth, sudden unexpected increase in demand and implementation of a new system requiring additional resource capacity in a short time.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test targets were the processes and procedures employed by BellSouth to support the issuance of accurate, complete, and timely wholesale bills. Processes that enable an ALEC to request and obtain copies of prior period bills were also examined. Following is a list of the processes and sub-processes that were included in the evaluation. Procedures to:

- Balance cycle;
  - Define balancing and reconciliation procedures;
  - Produce control reports;
  - Release cycle;
- Deliver bill media;
- Maintain bill history;

[32] This refers to the projection of call volumes that will affect network usage

- Maintain billing information;
- Access billing information;
- Request resend; and
- Capacity Management.

3.3 Data Sources

Primary data sources provided by BellSouth include the Telecommunications End User Flow Overview – Section 6 Billing Process, the CLEC Billing Guide located on BellSouth's interconnection web site and the Wholesale Billing Guide. Interviews were conducted with BellSouth Florida's personnel and data gathered from these interviews were used to support the analysis of BellSouth documentation. Other data sources include reports from ALPHA, BOCRIS, CRIS, IBS/Tapestry, BRAVO and IBIS.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

Information about the processes used in the production, distribution, and resending of bills was obtained through a series of interviews with BellSouth SMEs, as well as through inspections of relevant BellSouth internal and external documentation.

Processes, operational methods and procedures, organizational charts, and supporting documentation were evaluated to determine whether BellSouth's procedures were sufficient to support the production and distribution of accurate, complete and timely bills and resends of prior period bills.

The Billing Production and Distribution Process Evaluation (PPR13) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework and guidelines for the Billing Production and Distribution Process Evaluation (PPR13).

The data collected were analyzed employing the evaluation criteria defined in Section 4.1 below.

3.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 13-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 13-2.

Table 13-1: PPR13 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	1	0
Total Disposed as of Final Report Date	1	0
Total Open as of Final Report Date	0	0

Table 13-2: PPR13 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
Completeness			
PPR13-1-1	Scope and objectives of the bill cycle balancing process encompass wholesale customer requirements.	Satisfied	Interviews conducted with BellSouth SMEs in the organizations that support wholesale billing between September 2000 and May 2002, as well as KPMG Consulting's review of supporting documents and reports, indicate that the scope and objectives of the bill cycle balancing process encompass wholesale customer requirements. These processes include: ♦ Ensuring service orders are accounted for and correctly posted; ♦ Ensuring usage is accounted for and correctly applied; ♦ Ensuring errors are detected and corrected ♦ Ensuring payments and adjustments are applied; and ♦ Ensuring account balances are accurately rolled forward. Evidence of the above process is documented in the Telecommunications End User Flow Overview - Section 6 Billing Process and the following documentation and reports: ♦ Summary of Controlling Records and Proof of Balance Report; ♦ Hold File Daily Error Corrections Report; ♦ Errors and Unidentified Financial Transactions Report; ♦ Web-based BellSouth Billing Guide; ♦ Carrier Access Tracking and Trending System (CATTS) Reports; and the IBIS Trouble Ticket and Case Log.
PPR13-1-2	Cycle balancing responsibilities	Satisfied	Bill cycle balancing responsibilities and activities are defined

Test Reference	Evaluation Criteria	Result	Comments
	responsibilities are defined.		are defined. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed the following BellSouth supporting documentation and reports which include definitions of cycle balancing responsibilities: ♦ Hold File Daily Error Corrections Report; ♦ Summary of Controlling Records -Proof of Balance Report; ♦ Errors and Unidentified Financial Transactions Report; ♦ BellSouth Billing Inc. Organization Charts; and the ♦ Wholesale Billing Guide, Section 1.4.2.
PPR13-1-3	Cycle balancing procedures exist to identify and resolve out-of-balance conditions.	Satisfied	Cycle balancing processes exist to identify and resolve out-of-balance conditions. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed the following BellSouth supporting documentation which includes a description of procedures and reports used to resolve out-of-balance conditions: ♦ Service Order Error Correction Procedures; ♦ Wholesale Billing Guide; Controls/Revenue Assurance Section; ♦ Hold File Daily Error Corrections Report; and the Summary of Controlling Records and Proof of Balance Reports.
PPR13-1-4	Process includes reasonability checks to identify errors not susceptible to pre-determined balancing procedures.	Satisfied	KPMG Consulting has noted the existence of processes that include reasonability checks to catch errors not susceptible to pre-determined balancing procedures. Interviews conducted between February 2002 and May 2002 revealed that reasonability checks exist for usage data entry based on historical volume tracking and expected input. Supporting documentation and reports reviewed include: ♦ RVV Reports; ♦ Guiding Errors Document; and the ♦ Mainframe and ALPHA Reports. Additionally, the bill verification process exists to identify errors not susceptible to predetermined

Test Reference	Evaluation Criteria	Result	Comments
			balancing procedures. The following documentation and reports support this process: ♦ BBI – BellSouth Billing Inc., NCS - Network & Carrier Services (BBI/ NCS) Interdepartmental Billing Investigation System (IBIS) Document; ♦ Wholesale Billing Guide; Bill Verification Section; and the ♦ Daily OC&C Report – Bill Verification Checklist.
PPR13-1-5	Process includes procedures to ensure all payments and adjustments are captured and applied.	Satisfied	Processes exist to ensure all payments and adjustments are captured and applied. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed the following BellSouth documentation, which support of this process: ♦ The Telecommunications End User Flow Overview - Section 6 Billing Process; ♦ Wholesale Billing Guide, Accounts Receivable Section; and the ♦ Pro Payment Processing Flow. The following reports are used to support the process: ♦ Errors and Unidentified Financial Transactions Report; and the ♦ Summary of Controlling Records and Proof of Balance Report.
PPR13-1-6	Process includes procedures to ensure all service order activity is properly captured and applied.	Satisfied	BellSouth's service order and billing processing systems ensure that all orders entered are captured, tracked, edited and applied to customer accounts. KPMG Consulting reviewed the following BellSouth documentation which describes and supports the service order processes and procedures: ♦ Telecommunications End User Flow Overview - Section 6 Billing Process; ♦ Wholesale Billing Guide; Service Order/ Customer, Controls/Revenue Assurance Section and Bill Verification Sections; ♦ Service Order Error Correction Procedures;

Test Reference	Evaluation Criteria	Result	Comments
			♦ Service Order Failed Report (lists mechanized orders that require manual intervention). Reports used by BellSouth include: ♦ Hold File Daily Error Corrections Report for CRIS, CABS and IBS/Tapestry; ♦ Monthly Service Order Error Analysis Report; ♦ IBS Service Order Error Log; and the ♦ Bill and Unmatched CSR Order Verification Report for CABS. The rules for guiding service order activity to the correct customer account are embedded in the billing systems. Orders which have errors are written to a hold file and are investigated by the Service Order Correction Group using documented error correction procedures. The Monthly Service Order Error Analysis Report is used to verify the status of the orders and that errors on the hold file are investigated and resolved. KPMG Consulting reviewed example of reports to verify that service orders with errors are corrected and posted to the bill.
PPR13-1-7	Process includes procedures to ensure all customer usage is properly captured.	Satisfied	BellSouth's usage processing systems contain controls to ensure all usage is properly captured for processing. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed the following BellSouth documentation and reports which describe procedures to ensure customer usage is properly captured: ♦ Telecommunications End User Flow Overview - Section 6 Billing Process; ♦ Wholesale Billing Guide; Controls/Revenue Assurance and Usage Sections; ♦ BBI and Network & Carrier Services (NCS) Interface Agreement; ♦ RVV Volume Reconciliation Reports; ♦ BRAVO Error Summary Report; ♦ CATTS Report; and ♦ the ALPHA Recirculate Report – Pending

Test Reference	Evaluation Criteria	Result	Comments
			UNE Orders Log.
PPR13-1-8	Process includes procedures to ensure customer profile changes such as change of address and bill media preferences are captured and applied.	Satisfied	Procedures exist to ensure customer profile changes for address and bill media are captured and applied. KPMG conducted interviews between September 2000 and May 2002 and reviewed the following documentation which describe the procedures used by BellSouth in processing bill media and address changes: ♦ Telecom End User Flow Overview; and the ♦ CLEC Billing Invoice Delivery Database Report. Changes to customer profiles are handled by the WeBS group through maintenance of the Customer Billing Options Database, which is a database containing the CLEC's selected billing options.
PPR13-1-9	Process includes procedures to ensure bill history retention requirements are operationally satisfied.	Satisfied	Procedures exist to ensure bill history retention requirements are operationally satisfied. KPMG Consulting conducted interviews between September 2000 and May 2002 and confirmed that resale bill data is retained in BOCRIS, and the Mechanized Online Billing Inquiry System (MOBI). BOCRIS is used to store and retrieve bill history on-line for three months. MOBI stores bill history for three years. Bills rendered out of the IBS/Tapestry and the CABS systems are retained in the BBI Data Server for a period of seven years. BOCRIS is also used to retrieve historical IBS/Tapestry bills while the BOCABS interface is used to retrieve historical CABS bills. KPMG Consulting reviewed the following BellSouth supporting documentation: ♦ Wholesale Billing Guide; Bill Distribution – BBI Data Server Interface/Input; and the ♦ Bill Verification Section, Chapter VII: Accessing MOBI. Additional information was also found in the BellSouth Telecommunications End User Flow Overview Section 6 Billing Process and the MOBI On-line Request Form.
PPR13-1-10	Process includes procedures to	Satisfied	Historical bill data can be retrieved from MOBI using BOCRIS and MOBI for resale bills and

Test Reference	Evaluation Criteria	Result	Comments
	retrieve and transmit historical billing information.		IBS/Tapestry bills and from the BBI Data Server using ICABS for CABS bills. Through the BellSouth account manager, ALECs can request historical bill data from the BellSouth Bill Production Group. Bill verification clerks access one of the retention systems and request a bill resend. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed the following BellSouth supporting documentation: ♦ Wholesale Billing Guide; Controls/Revenue Assurance – Resend a Previously Rendered Bill ♦ Wholesale Billing Guide; Bill Distribution – BBI Data Server Interface/Input. ♦ Bill Verification section, chapter VII: Accessing MOBI. Additional information was also found in the MOBI on-line request form and the Bill Resend Request form.
PPR13-1-11	Bill delivery responsibilities and activities are defined.	Satisfied	Bill delivery responsibilities and activities are defined. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed the following BellSouth supporting documentation: ♦ Birmingham Bill Distribution Center Roles and Responsibilities; ♦ Wholesale Accounts Organizational Chart; and the ♦ Bell South Wholesale Billing Guide ♦ Reports which support the process include: ♦ Bill Distribution Monthly Reports; ♦ Bill Distribution Center Annual Workday Release %, Post Billing Real Worksheet; ♦ Alpharetta Bill Distribution Center Central Report; ♦ CLEC Billing Invoice Delivery Database Reports; ♦ UNE Bill and CSR Pages Report; and the ♦ UNE Customer Tape Distribution Report.

Test Reference	Evaluation Criteria	Result	Comments
PPR13-1-12	Process includes procedures to ensure creation of customer bills on appropriate medium.	Satisfied	Procedures exist to ensure creation of customer bills on appropriate medium. The WeBS group manages BellSouth bill media issues, reprint and resend issues. The paper CLUB bill is the default bill for ALEC Customers. ALECs may select an alternate bill medium. CLEC media selections are maintained on a Customer Billing Options Database, which is maintained by the WeBS group. This database feeds the bill to ensure that bills are created in the appropriate medium. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed the media options which are documented in the BellSouth CLEC Billing Guide Chapter 3 Billing and Delivery Options. This information can be found on the BellSouth interconnection website[33].
Accuracy			
PPR13-2-1	Process includes procedures to ensure rate table updates are accurate and timely.	Satisfied	Procedures exist to ensure rate table updates are accurate and timely. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed documentation that describe the procedures for rate table updates. The documents include: ♦ The 9157 Rate Change Checklist (to control changes to resale rates); ♦ Request for Scheduling of a Large Scale Rate Change: ♦ Wholesale Billing Guide; Rating/Pricing Section for IBS/Tapestry Rate Updates; and the ♦ Bill Verification Checklist.
PPR13-2-2	The process includes procedures to ensure recurring and non-recurring rates are accurately applied.	Satisfied	Processes exist to ensure recurring and non-recurring rates are accurately applied. The Billing Control group verifies correct application of rate information based on contracts and/or tariffs daily. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed the following BellSouth documentation which describes the application of recurring and non-recurring rates: are verified.

[33] The BellSouth wholesale website is located at www.interconnection.bellsouth.com.

Test Reference	Evaluation Criteria	Result	Comments
			♦ Wholesale Billing Guide; Service Order/Customer Section; and the ♦ Bill Verification Checklist. KPMG Consulting also validated that rates were accurately applied in the TVV11 test.
PPR13-2-3	Process includes internal change management procedures to prioritize, test and implement system changes.	Satisfied	Change management procedures exist to introduce, prioritize, test and implement billing work requests, as defined by the Billing Control Group. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed the Configuration Management Tracking System Job Aid, which provides instructions on the following activities: ♦ Create/Submit work requests; ♦ Feasibility estimate; ♦ Develop project scope; ♦ Develop requirements and acceptance criteria; ♦ Analysis and design; ♦ Project scope/definition/plan; and ♦ Testing/implementation/close.
PPR13-2-4	A process exists to ensure customer usage is accurately applied.	Satisfied	Processes exist to ensure usage is accurately applied to the appropriate account. KPMG conducted interviews between September 2000 and May 2002 and reviewed the following supporting documentation and reports: ♦ The BellSouth Telecommunications End User Flow Overview - Section 6 Billing Process; ♦ The MIC Measurement Summary Report is used to ensure that resale usage errors are corrected and that the usage is processed through to bills; and ♦ The BRAVO Error Summary Report is used to ensure that UNE usage errors are corrected and usage is billed to the correct customer account.
PPR13-2-5	Process provides for quality check of printed bills.	Satisfied	BellSouth has a process for checking quality of printed bills. Bills are checked for quality at the Alpharetta,

Test Reference	Evaluation Criteria	Result	Comments
			Georgia and Birmingham, Alabama bill production facilities. Controls include visual checks, page counts and printer monitoring. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed the BellSouth Post Billing Real Worksheet, which specifies the quality checks utilized for printed bills.
Timeliness			
PPR13-3-1	Process includes procedures to ensure bills are shipped or transmitted according to the established schedule.	Satisfied	Procedures exist to ensure bills are shipped or transmitted according to schedule KPMG Consulting conducted interviews between September 2000 and May 2002. BellSouth representatives noted the following internal timelines defined for shipping bills: ♦ CRIS and IBS/Tapestry bills are shipped within six business days from the bill date; and ♦ CABS bills are shipped within seven calendar days from the bill date. Bills are logged prior to shipment and the shipping/transmission date is noted on the CLEC Billing Invoice Delivery Database Report. KPMG Consulting reviewed BellSouth supporting reports which are used to track the dates on which the bills are shipped or transmitted: ♦ The CLUB Work Day Reports; and ♦ The CLEC Billing Invoice Delivery Database Report.
PPR13-3-2	Bill delivery process performance measures are defined, measured and reviewed.	Satisfied	Bill delivery process performance measures are defined, measured and reviewed. The BellSouth Florida Interim Performance Metrics, B-2 Mean Time to Deliver Invoices document defines the goal as 75% of bills mailed by the fifth work day and 98% by the sixth work day. The following reports are used by the bill production team to establish and track the bill date, bill enclosed date, and mailed date: ♦ The CLUB Work Day Report: ♦ The Daily Status Bill Distribution Report; and ♦ The CLEC Billing Invoice Delivery

Test Reference	Evaluation Criteria	Result	Comments
			Database Report. Management uses these reports to evaluate bill delivery performance.
PPR13-3-3	Process includes procedures to ensure all customer usage is billed according to an established schedule.	Satisfied	Processes exist to ensure customer usage has been billed according to an established schedule within two bill cycles. KPMG Consulting reviewed the following BellSouth supporting documentation: ♦ Telecommunications End User Flow Overview Section 6 Billing Process; and the ♦ Wholesale Billing Guide. The following reports are used to support usage processing: ♦ RVV Reports; ♦ The Mainframe and ALPHA Reports with Guiding Errors Document; ♦ MIC Measurement Summary; and the ♦ BRAVO Error Summary Report.
Planning			
PPR13-4-1	The scope of the capacity management procedures is defined.	Satisfied	The scope of capacity management procedures is defined. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed BellSouth Capacity Management documentation. Capacity management procedures for CRIS and CABS are defined in the BellSouth Capacity Planning Methodology, Practices and Requirements document. KPMG Consulting noted that the capacity management procedures defined for the IBS/Tapestry system to forecast demand, monitor utlization and initiate load balancing was ineffective when BellSouth experienced a spike in order volumes leading to delayed CLEC bills. As a result, KPMG Consulting issued Exception 169. BellSouth cleared the backlog of delayed bills and revised the IBS/Tapestry Capacity Management Process to address the scalability issues identified in Exception 169. KPMG Consulting reviewed the documented Capacity Management Process for IBS/Tapestry and found

Test Reference	Evaluation Criteria	Result	Comments
			that it addressed the scalability issues raised in Exception 169 and closed the exception. The IBS Capacity Management document defines the scope of capacity planning process for the IBS/Tapestry system.
PPR13-4-2	Capacity management responsibilities and activities are defined.	Satisfied	Capacity management responsibilities and activities are defined. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed BellSouth capacity management documentation. The responsibilities for capacity planning for the CRIS and CABS systems are defined in the BellSouth Capacity Planning Methodology, Practices and Requirements document and in the IBS Capacity Management document for the IBS/Tapestry system.
PPR13-4-3	A process exists to track business and transaction volumes for use in the capacity planning process.	Satisfied	BellSouth has a process to track business and transaction volumes for use in the capacity planing process. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed BellSouth capacity management documentation. The BellSouth Capacity Planning Methodology, Practices and Requirements, the BellSouth Capacity Planning and Management – Standard Operating Procedures and the IBS Capacity Management documents provide the processes used to track business and transaction volumes for use in the capacity planning process. KPMG Consulting noted that the capacity management procedures defined for the IBS/Tapestry system to forecast demand, monitor utlization and initiate load balancing was ineffective when BellSouth experienced a spike in order volumes leading to delayed CLEC bills. As a result, KPMG Consulting issued Exception 169. BellSouth cleared the backlog of delayed bills and revised the IBS/Tapestry Capacity Management Process to address the scalability issues identified in Exception 169. KPMG Consulting reviewed the documented Capacity Management Process for IBS/Tapestry and found that it addressed the scalability issues raised in Exception 169 and closed the exception.

Test Reference	Evaluation Criteria	Result	Comments
PPR13-4-4	The capacity planning process uses defined business scenarios, conditions and forecasts to trigger the addition of capacity.	Satisfied	BellSouth has a process, which relies on defined business scenarios, conditions and forecasts to trigger the addition of capacity. KPMG Consulting conducted interviews between September 2000 and May 2002 and reviewed BellSouth Capacity Management documentation, which indicate the business scenarios and forecasting process used to trigger the addition of capacity. This process is outlined in the BellSouth Capacity Planning Methodology, Practices and Requirements and the IBS Capacity Management document. KPMG Consulting noted that the capacity management procedures defined for the IBS/Tapestry system to forecast demand, monitor utlization and initiate load balancing was ineffective when BellSouth experienced a spike in order volumes leading to delayed CLEC bills. As a result, KPMG Consulting issued Exception 169. BellSouth cleared the backlog of delayed bills and revised the IBS/Tapestry Capacity Management Process to address the scalability issues identified in Exception 169. KPMG Consulting reviewed the documented Capacity Management Process for IBS/Tapestry and found that it addressed the scalability issues raised in Exception 169 and closed the exception.

5.0 Parity Evaluation

This section contains the parity evaluation for the Bill Production and Distribution Process Evaluation (PPR13).

5.1 Overview

In accordance with the Florida Master Test Plan, KPMG Consulting examined processes employed by BellSouth to produce and distribute bills to retail customers and those that are employed to produce and distribute bills to ALECs to determine whether the processes are in parity. Based on this review, KPMG Consulting determined that BellSouth's performance in producing and distributing ALEC resale bills is in parity with BellSouth's performance in producing and distributing retail bills.

5.2 Method of Analysis

KPMG Consulting conducted interviews with BellSouth SMEs for both the retail and wholesale billing processes. Interviews were conducted in September 2000 and March 2001. KPMG Consulting also reviewed documentation delineating the billing processes and procedures

followed by both the retail and wholesale Account Teams. These reviews focused on the systems, personnel, management structure, facilities, and functional processes used for billing.

5.3 Results

A summary of the results of KPMG Consulting's evaluation is presented in Table 13-3.

Table 13-3: Resale Bill Production and Distribution Parity Evaluation

Process Target Area	Retail Billing	Wholesale Billing	KPMG Consulting Comments
Systems/Process	The CRIS billing system is used to bill retail accounts. Sub-systems support the handling of balancing functions, cash applications, usage processing, service order processing and rating.	The CRIS billing system is used for resale accounts. The CABS and IBS/Tapestry systems are used to bill UNE products. Sub-systems support the handling of balancing functions, cash applications, usage processing, service order processing and rating.	Although there are different systems for billing retail and UNE products, the processes are similar for bill creation and distribution. There is no distinction made between an ALEC resale or UNE account and a retail account in the processes used to process bills once the data has entered the billing systems.
Personnel	CRIS support personnel manage retail accounts. These personnel include Error Correction Specialists under the direction of the MIC Manager and Billing Specialists reporting to the Manager of Billing Control, the Bill Verification Supervisor, the Manager of BOCRIS, the Manager of Usage Billing, and the Bill Distribution and Production Managers.	CRIS support personnel manage resale accounts. These personnel include Error Correction Specialists under the direction of the MIC Manager and Billing Specialists reporting to the Manager of Billing Control. The CABS and IBS/Tapestry Support personnel manage UNE accounts. The personnel include the Wholesale Usage Group, the Wholesale Accounts Processing and Support Group and the Service Order Correction Group. The Bill Verification Supervisor, the Manager of BOCRIS, the Manager of Usage Billing, and the Bill Distribution and Production Managers	The personnel who are handle both retail and wholesale accounts have similar functional job descriptions. Personnel manage work in accordance with methods and procedures that are similar for both retail and wholesale billing.

Process Target Area	Retail Billing	Wholesale Billing	KPMG Consulting Comments
		all handle retail and wholesale accounts.	
Management Structure	For retail accounts, BBI Operations associates and CRIS support personnel report to the Senior Director of Billing Operations and Support, the Director Retail Billing Operations and the Director CRIS Operations.	For resale and UNE accounts, BBI Operations associates and CRIS and CABS support personnel report to the Senior Director of Billing Operations and Support, and the Director CRIS Operations.	The management structure at the Senior Director level and Director level is identical for retail and wholesale accounts as evidenced by the BBI organization chart and SME interviews.
Facilities	Retail bills are produced in the Birmingham, Alabama or Charlotte, North Carolina data processing centers. Printing takes place in the Alpharetta, Georgia and Birmingham, Alabama facilities.	Wholesale bills are produced in the Birmingham, Alabama or Charlotte, North Carolina data processing centers. Printing takes place in the Alpharetta, Georgia and Birmingham, Alabama facilities.	Data processing is segregated by geographic region and not by type of account. The facilities used to produce retail bills are the same as those used to produce wholesale bills. No distinction is made by account type as evidenced by the production schedules for the Birmingham, Alabama and Charlotte, NC centers and the Bill Distribution Report for the Birmingham, Alabama and Alpharetta, Georgia facilities.
Bill Balancing	Bill Balancing processes for retail accounts include:	Bill Balancing processes for resale accounts include:	Balancing processes and procedures used for wholesale bills are identical to those used for retail bills.

Process Target Area	Retail Billing	Wholesale Billing	KPMG Consulting Comments
	♦ Error correction; ♦ SO controls; ♦ Usage controls; ♦ Payment controls; and ♦ Balance forwarded.	♦ Error correction; ♦ SO controls; ♦ Usage controls; ♦ Payment controls; and ♦ Balance forwarded.	for retail bills. For bill balancing processes, no distinction is made by type of account and no significant differences are noted between balancing of retail and the balancing of wholesale accounts
Account Structure	Retail monthly recurring and non-recurring charges (MRCs) are billed at the billing telephone number (BTN) level. Retail bills include charges for all applicable products provisioned on the BTN and associated working telephone numbers for a given billing period. Details of charges are presented at the appropriate telephone number level.	Monthly recurring and non-recurring charges for ALEC-owned lines are billed to the ALEC's billing account number and broken down at the telephone number or circuit level for each end user. Wholesale bills include charges for all applicable products provisioned on working telephone numbers or circuits for a given billing period.	Charges are applied in a similar manner for retail and wholesale bills. Details of charges are presented in a similar way. This is evident when comparing paper bills. The process for applying monthly recurring and non-recurring charges is the same for retail and wholesale bill production.
Usage Processing	Retail usage is billed and rated on a per message or per-minute basis. Directly dialed messages are detailed at the originating telephone number level and billed to the BTN for a given billing period.	Resale usage is billed and rated on a per message or per minute basis. Directly dialed messages are detailed at the originating telephone number level and billed to the BTN for a given billing period. A resale discount is applied at the detail level for detail-rated calls and the aggregate level for aggregate- rated calls. UNE usage is billed and rated by the IBS/Tapestry system. Usage is applied to each customer account in the	The usage processing for both retail and resale is identical. There is an additional rating component for resale usage in which the appropriate resale discount is applied. Common daily message processing systems and the CRIS and IBS/Tapestry billing systems are used to process both retail and wholesales usage using similar processes.

Process Target Area	Retail Billing	Wholesale Billing	KPMG Consulting Comments
		IBS/Tapestry system.	

5.4 Parity Results Summary

Retail billing is analogous to wholesale billing. KPMG Consulting noted no differences in performance in the production of retail and wholesale bills and concludes the two are in parity.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed in Table 13-2 and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 24 evaluation criteria considered for the Bill Production and Distribution Process Evaluation (PPR13). All 24 evaluation criteria are received a satisfied result.

Since all evaluation criteria are satisfied, KPMG Consulting considers the Bill Production and Distribution Process Evaluation (PPR13) satisfactory at the time of final report delivery.

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D. Test Results: Billing Functional Usage Evaluation (TVV10)

1.0 Description

The Billing Functional Usage Evaluation (TVV10) analyzed BellSouth's daily message processing to ensure usage record types including access records, rated records, unrated records, and credit records appeared in accordance with defined guidelines on the Daily Usage File (DUF). KPMG Consulting examined BellSouth's ability to capture customer telephone usage as data records and validated that the resulting records were complete, accurate and delivered in a timely manner to Alternative Local Exchange Carriers (ALECs). During the test, KPMG Consulting acted as a non-facilities-based ALEC providing Resale and Unbundled Network Elements – Platform (UNE-P) services to business and residential customers. As part of its normal business process, BellSouth captured information about each instance of network usage for the KPMG Consulting ALEC and delivered the data to KPMG Consulting.

The objective of the Billing Functional Usage Evaluation (TVV10) was to test the completeness, accuracy, and timeliness of DUF delivery by BellSouth.

During the testing period, BellSouth upgraded its UNE billing system. The results reflected in this draft represent KPMG Consulting's findings subsequent to the implementation of the UNE billing upgrade.

2.0 Business Process

This section describes BellSouth's business process used to generate and distribute DUFs to the ALECs.

*2.1 Business Process Description*DUFs contain records that provide details of calls that originate from, and are recorded by, BellSouth's switches, as well as records for alternately billed calls[34] that originate from other Local Exchange Carriers (LECs). BellSouth processes these message records through multiple systems and identifies the ALECs to which the usage belongs. Records are translated into Exchange Message Interface (EMI) format and are delivered to ALECs on a daily basis via one of the available delivery options: CONNECT:Direct,™ LAN-to-LAN, or dial-up, as selected by the ALEC.

The actual processing of usage occurs as follows:

- The end-user places a call;
- The call is recorded by the switch, located in the BellSouth central office, that serves the originating number;
- The usage detail is sent to the BellSouth message processing system via the switch collection process. Switch collection occurs on either a time-sensitive (no less than daily), or volume-sensitive (storage capacity of the switch) basis;
- The BellSouth message processing system formats, sorts, and, if necessary, rates the usage. This process was changed from once daily to multiple times daily as part of the January 2002 UNE billing upgrade. Records are formatted into EMI format for external DUF delivery and

[34] Alternately-billed calls are calls that are billed to a telephone number other than the originating number, such as collect, third number billed, and calling/credit card calls.

into BellSouth internal proprietary formats for billing. Any errors are placed into recirculation to await correction;

- ALEC ownership of the usage is determined by guide files that are established and updated through service order activity;
- DUF datasets are generated and delivered each business day; and
- The DUF dataset is sent to the ALEC via electronic transmission.

Throughout the processing stream, BellSouth has integrated balancing software (UNITECH) to ensure that the inputs and outputs of each process are reconciled. A manual-balancing group reviews process reports and resolves any out-of-balance conditions.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

This transaction-based evaluation used scenarios representative of resale and UNE-P products and services offered to business and residential customers in Florida. The scenarios represented available switch technologies (i.e., DMS100, 5ESS, EWSD, and TOPS), product and service types, and service order types. The service order scenarios included conversions of account ownership from one LEC to another (known as migrations), feature changes and/or class of service changes.

Once the scenarios were defined, the orders were scheduled and executed. Migration orders were submitted with a specific due date. Test calls were placed before, after, and on the migration date to evaluate DUF delivery during the migration process.

KPMG Consulting also developed test cases emulating a variety of telephone calls typically made by business and residential customers. The test cases included local, intra-LATA toll and long distance calls, as well as operator-assisted and completed call types.

Test scripts were created by combining test scenarios with test cases in a variety of permutations. The test scripts applied real-world call types against representative customer accounts. KPMG Consulting testers executed the test scripts in the field by placing test calls on lines provisioned in BellSouth central offices and external locations.

3.2 Test Targets and Measures

The Billing Functional Usage Evaluation (TVV10) targeted the completeness of the DUF, the accuracy of the data contained in the DUF records, and the age of the calls within the DUF, which indicates the timeliness of DUF delivery to ALECs.

3.3 Data Sources

The sources of data for this test included reviews of documentation supplied by BellSouth at the request of KPMG Consulting and the following items:

- Completed test scripts by KPMG Consulting;
- DUFs received from BellSouth;
- EMI guidelines manual (V.17, released in April 2000); and

- ALEC billing and DUF information available on BellSouth's interconnection website.

3.4 Data Generation/Volumes

KPMG Consulting placed multiple call types across the state of Florida on a variety of BellSouth switch types. Table 10-1 identifies the locations and switch types from which calls were placed:

Table 10-1: TVV10 Test Calling Locations

Central Office	Address	Switch Type
Belmont	605 West Garden Street, Pensacola, Florida	EWSD
Clay Street	301 West Bay Street, Jacksonville, Florida	DMS100
Annex	777 South Flagler Drive, West Palm Beach, Florida	5ESS
Opa Locka	13305 Northwest 45th Avenue, Opa Locka, Florida	5ESS
Sand Lake	7900 Mandarin Drive, Orlando, Florida	5ESS
Main Relief	450 East Las Olas Boulevard, Fort Lauderdale, Florida	DMS100

3.5 Evaluation and Analysis Methods

Execution of the Billing Functional Usage Evaluation (TVV10) required BellSouth to establish a test bed of accounts based on KPMG Consulting requirements, against which test calls were placed. The test calls consisted of commonly placed incoming and outgoing call types generated over various switch types. KPMG Consulting testers recorded specific information about the calls, such as: call-from number, call-to number, call time and duration.

Tester call logs were examined to determine which calls should appear on the DUF. Calls not expected to appear on the DUF were evaluated to ensure that no DUF record was received. For test calls that should have appeared on the DUF, KPMG Consulting examined the DUF data to locate a valid record meeting the specifications of the call as it was recorded in the test call log.

DUF records were further examined to ensure that the appropriate ALEC received them and that the records adhered to EMI guidelines. DUF records received from BellSouth were examined to ensure that the file trailer contained an accurate count of DUF records.

DUF timeliness, as defined in the BellSouth Operations Support Systems (OSS) Service Quality Measurements (SQMs) Plan, Florida Interim Performance Metrics, June 1, 2001, version 3.0, was measured by counting the number of calendar days between the day of the creation of the message and the day the usage information was made available, i.e. the transmission date to the ALEC.

The Billing Functional Usage Evaluation (TVV10) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework for the norms, standards, and guidelines for the test.

The data collected were analyzed employing the evaluation criteria referenced in Section 4.1, Table 10-3.

4.0 Results

This section identifies the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 10-2. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 10-3.

Table 10-2: TVV10 Exception and Observation Activity

Activity	Exceptions	Observations
Total Issued	8	6
Total Disposed of as of Final Report Date	8	6
Total Open as of Final Report Date	0	0

Table 10-3: TVV10 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
TVV10-1	Expected DUF records are received by the correct owner.	Satisfied	Expected DUF records are provided to the correct owner. BellSouth does not have a documented standard for receipt of DUF records transmitted to ALECs; therefore KPMG Consulting applied a benchmark of 95%. KPMG Consulting conducted an initial DUF test in December 2000. KPMG Consulting executed 2,204 test calls for which DUF records were expected. DUF records were received for 1,868 (85%) of the 2,204 test calls. Exception 31 was issued describing these results. KPMG Consulting conducted a retest in May and June 2001 following programming changes implemented by BellSouth. KPMG Consulting executed 2,382 test calls for which DUF records were expected. DUF records were received for 2,268 (95%) of the 2,382 test calls. As a result, Exception 31 was closed. Based on the May and June 2001 retest data, KPMG Consulting identified that DUF records were not received for customer service calls from two of the central offices tested. As a result, Exception 79 was issued. Following discussions with BellSouth and the Florida Public Service Commission (FPSC), KPMG Consulting determined that ALEC end-user customers should use the ALEC's customer service rather than BellSouth's customer service. Exception 79 was closed based upon this conclusion.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting conducted a second retest in December 2001 due to DUF timeliness issues (see criterion TVV10-6). KPMG Consulting executed 598 test calls for which DUF records were expected. DUF records were received for 529 (88%) of the 598 test calls. Exception 149 was issued. BellSouth provided information in its response to Exception 149 regarding additional DUF records that were sent following the conclusion of KPMG Consulting's initial analysis of the second retest. KPMG Consulting performed additional analysis to include the late records. Following this analysis, KPMG Consulting determined that BellSouth sent DUF records related to 572 (96%) of the 598 test calls placed. As a result, Exception 149 was closed. KPMG Consulting conducted further retesting in April and May 2002 following the Tapestry upgrade by BellSouth. KPMG Consulting executed 10,040 test calls for which DUF records were expected. DUF records were received for 9,659 (96%) of the 10,040 test calls. See Tables TVV10-4 and TVV10-5 for more information.
TVV10-2	Unexpected DUF records were not received.	Satisfied	KPMG Consulting placed 930 test calls for which DUF records were not expected. A review of the records received was conducted to determine if any unexpected DUF records were received. KPMG Consulting received no unexpected DUF records during the initial testing conducted in December 2000. Following the DUF retest in May and June 2001, KPMG Consulting noted that for nine (0.3%) of the completed test scripts expected to generate DUF records, multiple DUF records were received for the same test call. Exception 83 was issued as a result. KPMG Consulting conducted an additional DUF retest in December 2001 to test resale usage billing and DUF functionality following additional BellSouth programming changes. No duplicate records were generated from the 598 test calls. As a result, Exception 83 was closed.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting conducted further retesting in April and May 2002 following the Tapestry upgrade by BellSouth. KPMG Consulting executed 2,358 test calls for which DUF records were not expected. KPMG Consulting received no unexpected DUF records during this retest.
TVV10-3	DUF record packs are complete.	Satisfied	KPMG Consulting reviewed 151 DUF record packs and confirmed that all 151 (100%) record packs contained the number of records indicated by the respective pack trailer records.
TVV10-4	DUF records adhere to EMI guidelines.	Satisfied	KPMG Consulting reviewed 13,737 DUF records produced by BellSouth and confirmed that all 13,737 (100%) were formatted in accordance with EMI guidelines.
TVV10-5	DUF record fields are accurately populated.	Satisfied	KPMG Consulting reviewed DUF records received from BellSouth to determine the accuracy of data contained in the records. BellSouth does not have a documented standard for DUF record accuracy; therefore KPMG Consulting applied a benchmark of 100%. KPMG Consulting reviewed the 2,675 DUF records received related to the December 2000 test and noted that, while 2,388 (89%) records were accurately populated, 147 (6%) had inaccurate data in the "tonumber" field for customer service calls where the NPA (area code) contained the letter "F" rather than the expected numeric digits. As a result, KPMG Consulting issued Exception 29. KPMG Consulting also received 140 (5%) records where the 'to number" field contained "F" in the line number rather than the expected numeric digits. As a result, Exception 30 was issued. A DUF retest was conducted following programming changes made by BellSouth in May and June 2001. KPMG Consulting reviewed the 3,598 related records to determine the accuracy of the DUF record. All 3,598 (100%) records were confirmed to have accurately populated "to number" fields. As a result, Exceptions 29 and 30 were closed. KPMG Consulting conducted further retesting in April and May 2002 following the Tapestry upgrade by BellSouth. KPMG Consulting reviewed the 13,737 related records to

Test Reference	Evaluation Criteria	Result	Comments
			determine the accuracy of DUF field population. The fields in all 13,737 (100%) records were accurately populated.
TVV10-6	DUFs are delivered to the ALEC in a timely manner.	Satisfied	KPMG Consulting applied a benchmark of 95% within six calendar days for this evaluation criterion. KPMG Consulting conducted the initial DUF test in December 2000 when 2,675 DUF records were received. 2,518 (94%) DUF records were received within six calendar days. Exception 13 was issued as a result. KPMG Consulting conducted a retest in May and June 2001 following programming changes implemented by BellSouth. KPMG Consulting received 3,598 DUF records from the May and June 2001 retest, of which 2,953 (82%) were received within six calendar days. Following further programming changes by BellSouth, KPMG Consulting conducted a second retest in December 2001 to test resale usage billing and DUF functionality. KPMG Consulting received 731 DUF records from the December 2001 retest, of which 702 (96%) were received within six calendar days. As a result Exception 13 was closed. Based on BellSouth's response to Exception 149 (see criterion TVV10-1), KPMG Consulting conducted additional analysis on the December 2001 DUF retest data following delivery of additional related DUF records after closure of Exception 13. The inclusion of these additional records in the analysis revised the total to 948 DUF records from the December 2001 retest. 702 (74%) of the DUF records were received within six calendar days. As a result, Exception 159 was issued. KPMG Consulting conducted further retesting in April and May 2002 following the Tapestry upgrade by BellSouth. KPMG Consulting received 13,737 DUF records from this retest, of which 13,357 (97%) were received within six calendar days. As a result Exception 159 was closed. See Table TVV10-6 for more information.

4.2 Additional Data

Table TVV10-4: Tester Log Entry Breakdown

Category	Count
Total Number of Test Scripts not expected to produce a DUF record	2,358
Total Number of Test Scripts expected to produce a DUF record	10,040
Total Number of Test Scripts	12,398

Table TVV10-5: DUF Matching Analysis

Category	Count	Percentage of Total
Total Number of Test Scripts expected to produce DUF record(s) that resulted in matching DUF record(s)	9,659	96.2%
Total Number of Test Scripts expected to produce DUF record(s) that did not result in matching DUF record(s)	381	3.8%
Total Number of Test Scripts expected to produce DUF record(s)	10,040	100%

Table TVV10-6: DUF Timeliness Analysis

Record Receipt	Count	Percentage	Cumulative Percentage
DUF records received within 1 business day	10,035	73.1%	73.1%
DUF records received within 2 business days	1,776	12.9%	86.0%
DUF records received within 3 business days	386	2.8%	88.8%
DUF records received within 4 business days	557	4.0%	92.8%
DUF records received within 5 business days	458	3.3%	96.1%
DUF records received within 6 business days	145	1.1%	97.2%
DUF records received within >6 business days	380	2.8%	100%
Total DUF records received	13,737	100%	

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were six evaluation criteria considered for the Billing Functional Usage Evaluation (TVV10). All six evaluation criteria received a satisfied result.

As all evaluation criteria are satisfied, KPMG Consulting considers the Billing Function Usage Evaluation (TVV10) test area satisfied at the time of the final report delivery.

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E. Test Results: Functional Carrier Bill Evaluation (TVV11)

1.0 Description

The Functional Carrier Bill Evaluation (TVV11) was a review of BellSouth's ability to deliver timely and accurate bills to Alternative Local Exchange Carriers (ALECs). This evaluation examined the content and timeliness of delivery of carrier bills received by KPMG Consulting in the role of a virtual ALEC (CKS). This evaluation examined resale, Unbundled Network Elements (UNE) and Unbundled Network Elements – Platform (UNE-P) accounts, as processed by the Customer Records Information System (CRIS) billing system and Carrier Access Billing System (CABS) to determine if BellSouth accurately billed usage charges, monthly recurring charges, and non-recurring charges. The evaluation included a review of three types of bill format: CD ROM, Billing Output Specification Bill Data Tape (BOS BDT) and the paper bill.

During the testing period, BellSouth upgraded its UNE billing system to the Tapestry System. Tapestry is an upgrade to the CRIS UNE and UNE-P rating, bill formatting and accounts receivable processes. The results reflected in this draft represent KPMG Consulting's findings prior to the implementation of the UNE billing upgrade. This testing is currently in progress and once completed, this draft will be updated to include the latest results.

2.0 Business Process

This section provides a description of the carrier bill process at BellSouth.

2.1 Business Process Description

BellSouth produces many types of bills that are distributed monthly. Each bill type covers a specific set of products and services. Resale bills are produced by the CRIS billing system, which also produces bills for BellSouth's retail customers. UNE and UNE-P bills are processed through CRIS, CABS, and, as of January 2002, the Integrated Billing Solution (Tapestry/IBS). Resale services are those BellSouth retail services purchased by ALECs or resellers and resold to their end user customers. UNE services are network elements (e.g. port, loop) sold separately to the ALECs.

BellSouth's ALEC bills are structured in a hierarchical manner. At the top of the hierarchy is the Master Account or "Q" account. A unique Master Account identifies each type of service. Charges for individual Billing Telephone Numbers (BTNs) and Earning Telephone Numbers[35] (ETNs) are aggregated under the "Q" Account. Table 11-1 describes the bill types, types of service, and bill formats selected for evaluation.

[35] ETN is the sub-account where the service is charged or earned.

Table 11-1: Bill Types and Formats Reviewed for the Functional Carrier Bill Evaluation Test

Bill Type	Description	Format
Resale Bill	♦ Resale services ♦ Administrative charges (e.g., bill media)	♦ Customized Large User Bill (CLUB) paper bill ♦ Diskette Analyzer Bill (DAB) paper image CD-ROM
"N" Bill	♦ SL1 Loops (2-Wire Analog Non-Designed Loops)	♦ Paper ♦ Billing Output Specifications-Billing Data Tape (BOS BDT) ♦ CBOS paper image CD-ROM
CABS	♦ SL2 Loops (2-Wire Analog Designed Loops)	♦ Billing Output Specifications-Billing Data Tape (BOS BDT) ♦ DAB paper image CD-ROM
"J" Bill	♦ 2-Wire Analog Ports ♦ 2-Wire Analog Port-Loop Combinations ♦ Associated usage	♦ Paper ♦ BOS-BDT ♦ DAB Paper Image CD-ROM

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

The analysis of carrier bill content was dependent on the successful execution of ordering, provisioning and usage generation scenarios. The test cases included resale, UNE and UNE-P service offerings.

Scenarios that included execution of the following activities were performed on test lines during the Functional Carrier Bill Evaluation (TVV11) test:

- Retail to resale conversion with or without changes (BellSouth end-user customer converts to an ALEC);
- Retail to UNE-P conversion with or without changes (BellSouth end-user converts to a ALEC);
- Retail to UNE conversion (BellSouth end-user customer converts to ALEC);
- Feature changes to existing customer;
- Add new customer;
- Suspend and restore service;
- Telephone number change;
- Directory change;

- Add lines;
- Disconnect service (customer disconnects service);
- Moves (inside and outside);
- Convert line to Integrated Services Digital Network (ISDN);
- Resale to retail conversion (ALEC end-user converts to BellSouth);
- UNE to retail conversion (ALEC end-user converts to BellSouth);
- Resale to UNE-P migration (ALEC end-user migrates to UNE-P from resale);
- Resale to UNE migration (ALEC end-user migrates to UNE from resale);
- UNE-P to UNE Loop migration (ALEC end-user migrates to UNE from UNE-P);
- Standalone Local Number Portability (LNP) and
- ALEC-to-ALEC migration.

These scenarios were executed for: resale, UNE and UNE-P accounts across nine central offices and three BellSouth switch-types. The Florida central offices include Gainesville (CFLD), Ft. Lauderdale (FLDS), Jacksonville (JX), Miami (MMID), Opa Locka/Miami (MMIP), Orlando (ORSL), Panama City Beach (PCB), Pensacola (PNSB) and West Palm Beach (WPB).

Table 11-2: Central Office Locations and Switch Type

Central Office	Address	Switch Type
Gainesville (CFLD)	112 SE 1st Avenue, Gainesville, Florida	5ESS
Ft. Lauderdale (FLDS)	450 East Las Olas Boulevard, Ft Laud., Florida	DMS100
Jacksonville (JX)	301 West Bay Street, Jacksonville, Florida	DMS100
Miami (MMID)	45 NW 5th Street, Miami, Florida	5ESS
Opa Locka/Miami (MMIP)	13305 Northwest 45th Ave., Opa Locka, Florida	5ESS
Orlando, (ORSL)	7900 Mandarin Drive, Orlando, Florida	5ESS
Panama City Beach (PCB)	604 Nautilus Street, Panama City Beach, Florida	DMS100
Pensacola (PNSB)	605 West Garden Street, Pensacola, Florida	EWSD
West Palm Beach (WPB)	777 South Flagler Drive, W. Palm Beach, Florida	5ESS

3.2 Test Targets and Measures

This test targeted the timely delivery of bills and the accurate, complete and timely appearance of charges on the appropriate bills in accordance with industry guidelines and BellSouth published specifications. The following sub-processes constitute the test target:

- Carry balance forward;
- Verify billing accounts;
- Verify recurring charges;
- Bills and delivery;

- Verify one-time charges;
- Verify prorated recurring charges;
- Verify usage charges;
- Verify discounts;
- Verify adjustments;
- Verify late charges[36]; and
- Receive bill copy.

3.3 Data Sources

The information collected for the test was obtained from:

- BellSouth Start-up Guide for Interconnection Services,
- Interconnection Agreement between BellSouth and CKS, Inc.,
- General Subscriber Service Tariff,
- BellSouth CLEC Billing Guide,
- Wholesale Billing document,
- Exchange Message Interface (EMI) documentation,
- FCC Tariff,
- BellSouth bill samples
- Understanding Your Bill Manual.

Billing data was obtained from paper bills that were the subject of the Functional Carrier Bill Evaluation (TVV11) received during the months of December 2000 through June 2001 for resale bills[37]. Test results were refreshed using data from resale bills generated during October 2001 through January 2002[38]. Data for UNE and UNE-P was obtained from bills generated March 2002 through May 2002 after the Tapestry[39] system was implemented.

3.4 Data Generation/Volumes

Based on test bed requirements developed by KPMG Consulting, BellSouth provisioned test lines and circuits to provide a mix of line types specified in the Florida Master Test Plan (MTP). Data included in the bill validation component of the evaluation were gathered from multiple sources including Local Service Requests (LSRs), Firm Order Confirmations (FOCs), service order

[36] KPMG Consulting incurred no late charges due to the internal process established for prompt credits to BellSouth. As a result, no late charges were applied to our bills as would be expected.
[37] For evaluation criteria TVV11-3-3, resale bill production timeliness was evaluated using invoices generated from 2/2002 through 5/2002 coinciding with the UNE and UNE-P bill production timeliness evaluation.
[38] Refresh data were gathered using the original accounts that were not disconnected as part of the initial test. Refresh data for non-recurring charges (NRC) were gathered from available paper bills received during October 2001 through January 2002. These NRCs refreshed 80% of the original NRC test occurrences.
[39] Tapestry is a major upgrade to the CRIS UNE and UNE-P rating, bill formatting and accounts receivable processes.

Completion Notices (CNs), Customer Service Records (CSRs), Daily Usage Files (DUFs), and billing records sent to KPMG Consulting in paper, BOS BDT and CD ROM format.

3.5 Evaluation and Analysis Methods

KPMG Consulting selected resale, UNE and UNE-P product and service offerings for evaluation based on the requirements documented in the MTP, Appendix A, Test Cases.

Bill validation for individual accounts was conducted over a three-month period. This included one month to establish a correct baseline bill, one month for order activity, and one month for post activity validation. Expected results were defined for each test case.

The following bills were generated and evaluated for most customers:

- Bills from the first month are considered the baseline bills where customers, created for this test, are billed for the first time from the initial test bed. These bills were produced prior to the execution of any transactions that affect selected customers.
- Bills from the second and third months were produced after selected test cases were executed. The second month's bills include activity such as pro-rates, disconnects, migrations, adjustments, etc. The third month's bills may or may not include order activity. Some customers were created during the test execution and only received bills after the second month.

BellSouth documentation was reviewed to gather information related to bill structure, content, and bill elements for each of the relevant bill formats. KPMG Consulting conducted meetings with BellSouth subject matter experts (SMEs) to review bill format layouts and to determine the applicable rate elements for various services. Using this information, KPMG Consulting constructed a detailed test plan and bill validation procedures.

KPMG Consulting developed expected results for each test case based on the policies, business rules, and rate structure specified in BellSouth documentation and procedures. Expected results were compared to bills produced by BellSouth to verify that charges were appropriately and accurately billed.

Validation procedures included examination of recurring and non-recurring charges, pro-ration calculations, service establishment and disconnection dates, adjustments, late payment charges and unpaid balances. KPMG Consulting also evaluated bills that contained usage charges for billable messages to verify the accuracy of the usage billing components, rates and quantities.

Bill formats were reviewed to verify that required elements (e.g., pro-rations, Other Charges & Credits (OC&C), recurring charges, usage charges, etc.) appeared on the appropriate bill. Bills also were evaluated for compliance with criteria related to:

- Bill format, at the Master "Q" Account and BTN levels;
- Bill calculations cross check totals, bill content; and
- Timeliness of bill delivery.

The metric, Mean Time to Deliver Invoices (B-2), as defined in the June 2001 Florida Service Quality Measurements Interim Performance Metrics, was measured during this evaluation. According to the metric, CRIS bills will be released to the Post Office within six business days including the bill date and CABS bills within eight calendar days not inclusive of the bill date. KPMG Consulting did not observe the actual mailing of bills by BellSouth. Therefore, for

purposes of this analysis, carrier bill delivery timeliness was determined by counting the number of business days from and including the bill date to the postmark date for CRIS bills, and by counting the number of calendar days from but not including the bill date to the postmark date for CABS. The BOS BDT was evaluated for syntax and content. Syntax was checked by creating a program that contained business rules for developing the BOS BDT file as published in Telcordia's CABS BOS version 36 and BellSouth's CABS BOS Differences List for version 36[40]. The KPMG Consulting program compared files created in December 2001 through April 2002 to business rules and reported any deviations. The BOS BDT content was checked by creating a report similar to the bills represented. The report was then manually compared to its corresponding paper bill for equality in services, charges and phrases.

The Functional Carrier Bill Evaluation (TVV11) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provide the framework of norms, standards and guidelines for the Functional Carrier Bill Evaluation (TVV11).

The data collected were analyzed employing the evaluation criteria detailed in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 11-3. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 11-4.

Table 11-3: TVV11 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	9	6
Total Disposed as of Final Report Date	6	6
Total Open as of Final Report Date	3	1

Table 11-4: TVV11 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
Completeness			
TVV11-1-1	The appropriate major bill sections appear on paper format bills per BellSouth documentation.	Satisfied	BellSouth accurately reflects the appropriate major bill section on the paper format bills. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of the appropriate major bill sections appear on paper

[40] Dated 2/4/2002

Test Reference	Evaluation Criteria	Result	Comments
			format bills. KPMG Consulting evaluated 60 CRIS resale bills from December 2000 through June 2001 to ensure major sections appeared on the paper format bills as expected. All 60 (100%) resale paper bills received from BellSouth had the appropriate major bill sections. KPMG Consulting evaluated 137 CRIS resale bills from October 2001 through January 2002 to refresh the original resale data. All 137 (100%) refreshed resale bills received from BellSouth had the appropriate major bill sections. KPMG Consulting evaluated 38 UNE bills from March 2002 through May 2002 to ensure major sections appeared on the paper format bills as expected. All 38 (100%) of the UNE paper bills received from BellSouth had the appropriate major bill sections. KPMG Consulting evaluated 67 UNE-P bills from March 2002 through May 2002 to ensure major sections appeared on the paper format bills as expected. All 67 (100%) UNE-P paper bills received from BellSouth had the appropriate major bill sections. The major sections reviewed included: ♦ Summary of Charges Billed; ♦ Index of Charges Billed; ♦ Payments and Adjustments; ♦ Earning Number Detail pages; ♦ USOC Summary; and ♦ Billing Number Charges. The bill types evaluated include CLUB, "N" and "J" paper formats and Diskette Analyzer Bill (DAB) paper image CD-ROM.
TVV11-1-2	The appropriate sub-accounts appear under the correct Master Account on paper format bills.	Satisfied	Appropriate sub-accounts appear under the correct Master Account on BellSouth paper bills. In the absence of a defined standard,

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting assigned a benchmark of 95% of the appropriate sub-accounts appear under the correct Master Account. KPMG Consulting evaluated 60 CRIS resale bills from December 2000 through June 2001 and found that all 60 (100%) appropriate sub-accounts appeared under the correct Master "Q" Account. KPMG Consulting evaluated 137 CRIS resale bills from October 2001 through January 2002 to refresh the original resale data and found that all 137 (100%) of the appropriate sub-accounts appeared under the correct Master "Q" Account. KPMG Consulting evaluated 38 UNE bills from March 2002 through May 2002 and found that all 38 (100%) of the appropriate sub-accounts appeared under the correct Master "Q" Account for all sub-accounts evaluated. KPMG Consulting evaluated 67 UNE-P bills from March 2002 through May 2002 and found that all 67 (100%) of the appropriate sub-accounts appeared under the correct Master "Q" Account for all sub-accounts evaluated.
TVV11-1-3	The appropriate data appears in each of the major bill sections on paper format bills.	Satisfied	Appropriate data appears in each major bill section on the BellSouth paper bills. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of the appropriate data appears in each of the major bill sections. KPMG Consulting evaluated 60 CRIS resale bills from December 2000 through June 2001 and found that the appropriate data appeared on each of the major bill sections under the Master "Q" Account for all 60 (100%) of the test cases. KPMG Consulting evaluated 137 CRIS resale bills from October 2001 through January 2002 to refresh the original

Test Reference	Evaluation Criteria	Result	Comments
			resale data and found that the appropriate data appeared on each of the major bill sections under the Master "Q" Account for all 137 (100%) of the test cases. KPMG Consulting evaluated 38 UNE bills from March 2002 through May 2002 and found that the appropriate data appeared on each of the major bill sections under the Master "Q" Account for all 38 (100%) of the test cases. KPMG Consulting evaluated 67 UNE-P bills from March 2002 through May 2002 and found that the appropriate data appeared on each of the major bill sections under the Master "Q" Account on all 67 (100%) of the test cases. The data reviewed included: ♦ Billing Account Number (BAN); ♦ Earning Telephone Number (ETN); ♦ Operating Company Number (OCN); ♦ Bill Date; and ♦ Page numbers.
Accuracy			
TVV11-2-1	Recurring rates on resale invoices are consistent with applicable tariffs and/or contract rates.	Satisfied	BellSouth applies recurring rates on resale invoices consistent with applicable tariffs and/or contract rates. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of the recurring rates on resale invoices are consistent with applicable tariffs. KPMG Consulting evaluated 874 recurring charges on 60 resale bills from December 2000 through June 2001. All 874 (100%) resale monthly recurring charges reviewed were consistent with applicable tariffs and/or contract rates. KPMG Consulting evaluated 1,644 recurring charges on 137 resale bills from October 2001 through January

Test Reference	Evaluation Criteria	Result	Comments
			2002 to refresh the original data. All 1,644 (100%) resale monthly recurring charges reviewed were consistent with applicable tariffs and/or contract rates. Documentation used in the evaluation included BellSouth's bill formats defined in the Understanding Your Bill manual, tariffs detailing the charges evaluated, and the Interconnection Agreement between BellSouth and CKS.
TVV11-2-2	Recurring rates on UNE invoices are consistent with applicable tariffs and/or contract rates.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth recurring rates on UNE invoices are consistent with applicable tariffs and/or contractual rates. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of the recurring rates on UNE invoices are consistent with applicable tariffs and/or contract rates. During initial testing, KPMG Consulting issued Exception 62 when BellSouth billed incorrect contract rates. This exception was closed after BellSouth addressed the issue and subsequent testing under the new Tapestry upgrade was complete. KPMG Consulting evaluated 115 recurring charges on 38 UNE bills from March 2002 through May 2002. All 115 (100%) of the monthly recurring charges reviewed were consistent with applicable tariffs and/or contract rates. Documentation used in the evaluation included tariffs detailing the charges evaluated, and the Interconnection Agreement between BellSouth and CKS. UNE testing related to the Tapestry upgrade is still in progress and will be completed pending receipt of two commercial bills.
TVV11-2-3	Recurring rates on UNE-P invoices are consistent	Satisfied	BellSouth applies recurring rates on UNE-P invoices consistent with

Test Reference	Evaluation Criteria	Result	Comments
	with applicable tariffs and/or contract rates.		applicable tariffs and/or contractual rates. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of the recurring rates on UNE-P invoices are consistent with applicable tariffs. During initial testing, KPMG Consulting issued Exception 60 when BellSouth failed to cease billing on disconnected auxiliary lines. This exception was closed after BellSouth corrected an ordering system problem and subsequent testing was complete. During initial testing, KPMG Consulting also issued Exception 62 when BellSouth billed incorrect contract rates. This exception was closed after BellSouth addressed the issue and subsequent testing under the new Tapestry upgrade was complete. KPMG Consulting evaluated 524 recurring charges on 67 UNE-P bills from March 2002 through May 2002. All 524 (100%) of the monthly recurring charges reviewed were consistent with applicable tariffs and/or contract rates. Documentation used in the evaluation included BellSouth's bill formats defined in the Understanding Your Bill manual, tariffs detailing the charges evaluated, and the Interconnection Agreement between BellSouth and CKS.
TVV11-2-4	Non-recurring rates on resale invoices are consistent with applicable tariffs and/or contract rates.	Satisfied	BellSouth applies non-recurring rates on resale invoices consistent with the applicable tariff and/or contract rates. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of the non-recurring rates on resale invoices are consistent with applicable tariffs. KPMG Consulting evaluated 103 resale non-recurring rates on 60 resale bills from December 2000 through June 2001. All 103 (100%) resale non-

Test Reference	Evaluation Criteria	Result	Comments
			recurring rates reviewed were accurately billed. KPMG Consulting evaluated 12 resale non-recurring rates on 137 resale bills from October 2001 through January 2002 to refresh the original data. All 12 (100%) refreshed resale non-recurring rates reviewed were accurately billed. Documentation used in the evaluation included BellSouth's bill formats, the Understanding Your Bill manual tariffs detailing the charges evaluated.
TVV11-2-5	Non-recurring rates on UNE invoices are consistent with applicable tariffs and/or contract rates.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth is able to apply non-recurring rates on UNE invoices consistent with the applicable tariff and/or contract. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of the non-recurring rates on UNE invoices are consistent with applicable tariffs. KPMG Consulting evaluated 197 non-recurring charges on 38 UNE bills from March 2002 through May 2002. All 197 (100%) non-recurring charges reviewed were consistent with applicable tariffs and/or contract rates. Documentation used in the evaluation included BellSouth's bill formats defined in the Understanding Your Bill manual, tariffs detailing the charges evaluated, and the Interconnection Agreement between BellSouth and CKS. UNE testing related to the Tapestry upgrade is still in progress and will be completed pending receipt of two commercial bills.
TVV11-2-6	Non-recurring rates on UNE-P invoices are consistent with applicable tariffs and/or contract rates.	Satisfied	BellSouth applies non-recurring rates on UNE-P invoices consistent with the applicable tariff and/or contract. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of the non-

Test Reference	Evaluation Criteria	Result	Comments
			recurring rates on UNE-P invoices are consistent with applicable tariffs. KPMG Consulting evaluated 397 non-recurring charges on 67 UNE-P bills from March 2002 through May 2002. All 397 (100%) of the non-recurring charges reviewed were consistent with applicable tariffs and/or contract rates. Documentation used in the evaluation included BellSouth's bill formats defined in the Understanding Your Bill manual, tariffs detailing the charges evaluated, and the Interconnection Agreement between BellSouth and CKS.
TVV11-2-7	Totals reflect accurate sums on resale invoices.	Satisfied	BellSouth totals on resale invoices accurately reflect the sums. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of totals reflect accurate sums on resale invoices. KPMG Consulting evaluated 226 line totals on 60 resale bills from December 2000 through June 2001 for accuracy of sums. All 226 (100%) of the totals reflected accurate sums. KPMG Consulting evaluated 548 line totals on 137 resale bills from October 2001 through January 2002 to refresh the original data. All 548 (100%) of the totals reflected accurate sums. Calculations evaluated include: ♦ Total Amount Due; ♦ Total OC&Cs; ♦ Total Local Usage; ♦ Total Current Charges; and ♦ Total Monthly Local Service. KPMG Consulting used the formula provided by BellSouth in the Bill Overview sessions and BellSouth's Understanding Your Bill manual for calculating the line totals.
TVV11-2-8	Totals reflect accurate sums on UNE invoices	Satisfied	BellSouth totals on UNE invoices accurately reflect the sums

Test Reference	Evaluation Criteria	Result	Comments
	sums on UNE invoices.		accurately reflect the sums. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of totals reflect accurate sums on UNE invoices. KPMG Consulting evaluated 125 line totals on 38 UNE bills from March 2002 through May 2002 for accuracy of sums. All 125 (100%) of the totals reflected accurate sums. Calculations evaluated include: ♦ Total Amount Due; ♦ Total OC&Cs; ♦ Total Current Charges; and ♦ Total Monthly Local Service. KPMG Consulting used the formula provided by BellSouth in the Bill Overview sessions and BellSouth's Understanding Your Bill manual for calculating the line totals.
TVV11-2-9	Totals reflect accurate sums on UNE-P invoices.	Satisfied	BellSouth totals on UNE-P invoices accurately reflect the sums. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of totals reflect accurate sums on UNE-P invoices. KPMG Consulting evaluated 266 line totals on 67 UNE-P bills from March 2002 through May 2002 for accuracy of sums. All 266 (100%) of the totals reflected accurate sums. Calculations evaluated include: ♦ Total Amount Due; ♦ Total OC&Cs; ♦ Total Local Usage; ♦ Total Current Charges; and ♦ Total Monthly Local Service. KPMG Consulting used the formula provided by BellSouth in the Bill Overview sessions and BellSouth's Understanding Your Bill manual for

Test Reference	Evaluation Criteria	Result	Comments
			calculating the line totals.
TVV11-2-10	Cross totals are correct on resale invoices.	Satisfied	BellSouth accurately reflects cross totals on resale invoices. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of cross totals are correct on resale invoices. KPMG Consulting evaluated 166 cross totals on 60 resale bills from December 2000 through June 2001 to ensure cross total accuracy. All 166 (100%) of the cross-total calculations were accurate. KPMG Consulting evaluated 295 cross totals on 137 resale bills from October 2001 through January 2002 to refresh the original data. All 295 (100%) of the cross-total calculations were accurate. The bill sections evaluated include: ♦ Total Amount of Last Bill; ♦ Total Amount Due; ♦ Total Local Usage; and ♦ Total Current Charges. Documentation used in the evaluation included BellSouth bill formats defined in the Understanding Your Bill manual.
TVV11-2-11	Cross-totals are correct on UNE invoices.	Satisfied	BellSouth accurately reflects cross totals on UNE invoices. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of cross totals are correct on UNE invoices. KPMG Consulting evaluated 80 cross totals on 38 UNE bills from March 2002 through May 2002 to ensure cross total accuracy. All 80 (100%) of the cross-total calculations were accurate. The bill sections evaluated include: ♦ Total Amount of Last Bill;

Test Reference	Evaluation Criteria	Result	Comments
			♦ Total Amount Due; and ♦ Total Current Charges. The bill types evaluated include "N" paper and DAB paper image CD-ROM formats. Documentation used in the evaluation included BellSouth bill formats defined in the Understanding Your Bill manual.
TVV11-2-12	Cross-totals are correct on UNE-P invoices.	Satisfied	BellSouth accurately reflects cross totals on UNE-P invoices. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of cross totals are correct on UNE-P invoices. KPMG Consulting evaluated 179 cross totals on 67 UNE-P bills from March 2002 through May 2002 to ensure cross total accuracy. All 179 (100%) of the cross-total calculations were accurate. The bill sections evaluated include: ♦ Total Amount of Last Bill; ♦ Total Amount Due; ♦ Total Local Usage; and ♦ Total Current Charges. The bill types evaluated include "J" paper and DAB paper image CD-ROM formats. Documentation used in the evaluation included BellSouth bill formats defined in the Understanding Your Bill manual.
TVV11-2-13	Pro-rated calculations on resale invoices correspond with tariff and/or published definitions.	Satisfied	BellSouth accurately applies pro-rated calculations on resale invoices. These charges correspond with tariffs and/or published documentation. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of pro-rated calculations on resale invoices correspond with tariff and/or published

Test Reference	Evaluation Criteria	Result	Comments
			definitions. KPMG Consulting evaluated 352 pro-rated resale charges on 60 resale bills from December 2000 through June 2001 to ensure prorated calculations on resale invoices correspond with tariff and/or published definitions. All 352 (100%) of the prorated resale charges were accurately calculated. KPMG Consulting evaluated 174 prorated resale charges on 137 resale bills from October 2001 through January 2002 to refresh the original data. All 174 (100%) of the pro-rated resale charges were accurately calculated. Documentation used in the evaluation included bill samples, BellSouth's Understanding Your Bill manual, and applicable tariffs.
TVV11-2-14	Pro-rated calculations on UNE invoices correspond with tariff and/or published definitions.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth pro-rated calculations on UNE invoices correspond with tariff and/or published definitions. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of prorated calculations on UNE invoices correspond with tariff and/or published definitions. During initial testing, KPMG Consulting issued Exception 138 when BellSouth failed to issue credits for reduced rates. This exception was closed after BellSouth addressed the issue and subsequent testing under the new UNE upgrade was complete. KPMG Consulting evaluated 105 prorated UNE charges on 38 UNE bills from March 2002 through May 2002 to ensure prorated calculations on UNE invoices correspond with tariff and/or published definitions. All 105 (100%) of the prorated UNE charges were accurately calculated. Documentation used in the evaluation

Test Reference	Evaluation Criteria	Result	Comments
			included BellSouth's bill formats defined in the Understanding Your Bill manual, tariffs detailing the charges evaluated, and the Interconnection Agreement between BellSouth and CKS. UNE testing related to the Tapestry upgrade is still in progress and will be completed pending receipt of 2 commercial bills.
TVV11-2-15	Prorated calculations on UNE-P invoices correspond with tariff and/or published definitions.	Satisfied	BellSouth accurately applies pro-rated calculations on UNE-P invoices. These charges correspond with tariffs and/or published documentation. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of prorated calculations on UNE-P invoices correspond with tariff and/or published definitions. During initial testing, KPMG Consulting issued Exception 138 when BellSouth failed to issue credits for reduced rates. This exception was closed after BellSouth addressed the issue and subsequent testing under the new UNE upgrade was complete. KPMG Consulting evaluated 295 prorated UNE-P charges on 67 UNE-P bills from March 2002 through May 2002 to ensure prorated calculations on UNE-P invoices correspond with tariff and/or published definitions. All 295 (100%) of the prorated UNE-P charges were accurately calculated. Documentation used in the evaluation included BellSouth's bill formats defined in the Understanding Your Bill manual, tariffs detailing the charges evaluated, and the Interconnection Agreement between BellSouth and CKS.
TVV11-2-16	Unbundled Minutes of Use (MOUs) charges are billed in accordance with BellSouth business rules, tariffs and/or contractual terms.	Testing in Progress	KPMG Consulting has not yet determined if MOU charges are billed in accordance with the BellSouth business rules, tariffs and/or contractual terms.

Test Reference	Evaluation Criteria	Result	Comments
	terms.		In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of unbundled MOU charges are billed in accordance with BellSouth business rules, tariffs and/or contractual terms. KPMG Consulting evaluated 16 unbundled MOU charges on 8 UNE-P bills from December 2000 through January 2002 to ensure they were billed in accordance with BellSouth business rules, tariffs and/or contract rates. None of the charges were accurate, thus BellSouth failed to meet the 95% benchmark in all unbundled MOU rate categories. KPMG Consulting issued Exception 44 concerning incorrect quantities on Unbundled Switching and Transport Usage. This exception is currently open. KPMG Consulting amended Exception 44 based on test results following BellSouth system changes and rework of expected results for the May through June 2001 period following business rule clarification and documentation changes by BellSouth. The revised analysis revealed that 11 (69%) of the 16 charges were correct. UNE testing related to the Tapestry upgrade is still in progress and will be completed upon reconciliation of DUF records to bills received.
TVV11-2-17	Unbundled Transport Usage charges are billed in accordance with BellSouth business rules, tariffs and/or contractual terms.	Testing in Progress	KPMG Consulting has not yet determined if Unbundled Transport Usage charges are billed in accordance with the BellSouth business rules, tariffs and/or contractual terms. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of unbundled transport usage charges are billed in accordance with BellSouth business rules, tariffs and/or contractual terms. KPMG Consulting evaluated 48 Unbundled Transport Usage charges

Test Reference	Evaluation Criteria	Result	Comments
			on 8 UNE-P bills from December 2000 through January 2002 to ensure they were billed in accordance with BellSouth business rules, tariffs and/or contract rates. None of the 48 charges were accurate, thus BellSouth failed to meet the 95% benchmark in all unbundled transport rate categories. KPMG Consulting issued Exception 44 concerning incorrect quantities on Unbundled Switching and Transport Usage. This exception is currently open. Review of December 2000 and January 2001 bills revealed BellSouth failed to bill UNE-P transport charges for distances greater than 35 miles. KPMG Consulting issued Exception 47. This exception was closed after a retest showed the deficiency had been corrected on June and July 2001 bills. KPMG Consulting amended Exception 44 based on test results following BellSouth system changes and rework of expected results for the May through June 2001 period following business rule clarification and documentation changes by BellSouth. The revised analysis revealed that 28 (58%) of the 48 charges were correct. UNE testing related to the Tapestry upgrade is still in progress and will be completed upon reconciliation of DUF records to bills received.
TVV11-2-18	Unbundled Operator Surcharges and special usage-related charges are billed in accordance with BellSouth business rules, tariffs and/or contractual terms.	Satisfied	BellSouth accurately bills Operator Surcharges and special usage-related charges in accordance with the BellSouth business rules, tariffs and/or contractual terms. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of unbundled operator surcharges and special usage-related charges are billed in accordance with BellSouth business rules, tariffs and/or contractual terms. KPMG Consulting evaluated 66

Test Reference	Evaluation Criteria	Result	Comments
			Unbundled Operator Surcharges and special usage-related charges on 11 UNE-P bills from December 2000 through January 2002 to ensure they were billed in accordance with BellSouth business rules, tariffs and/or contract rates. All 66 (100%) of the Unbundled Operator Surcharges and special usage-related charges were accurately billed.
TVV11-2-19	Resale usage is billed in accordance with BellSouth business rules, tariffs and/or contractual terms.	Satisfied	BellSouth accurately bills resale usage in accordance with the BellSouth business rules, tariffs and/or contractual terms. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of resale usage is billed in accordance with BellSouth business rules, tariffs and/or contractual terms. In the course of analyzing usage data obtained from the Functional Usage Evaluation (TVV10), KPMG Consulting identified 45 missing charges for calls made during the usage test. KPMG Consulting issued Exception 43. KPMG Consulting conducted a retest in May and June 2001 and found nine bills that reflected 77 incorrect usage charges for calls made during the usage test. KPMG Consulting issued Exception 96. Following additional retesting in December 2001, KPMG Consulting noted that all expected usage charges appeared on bills and closed Exception 43. During this same retest, 17 bills reflected 144 incorrect usage charges for calls made during the usage test. KPMG Consulting issued Exception 111 concerning BellSouth's policy of retaining call detail for 30 days. This exception resulted from BellSouth's inability to investigate issues raised in Exceptions 43 and 96 due to the age of

Test Reference	Evaluation Criteria	Result	Comments
			the data. This exception was closed following revisions to BellSouth's call detail retention policies that lengthened the timeframe for which this data is retained. KPMG Consulting amended Exception 96 based on test results following BellSouth system changes and rework of December 2001expected results following business rule clarification by BellSouth. The revised analysis revealed that 139 (97%) of the 144 charges were correct. Following additional system changes by BellSouth, resale usage billing was tested in the April/May 2002 retest necessitated by the Tapestry upgrade for UNE-P usage billing. KPMG Consulting examined 539 usage charges reflected on 21 bills. Exception 96 was closed after this examination revealed that 539 (100%) of the 539 charges were correct.
TVV11-2-20	Resale Operator Surcharges and special usage-related charges are billed in accordance with BellSouth business rules, tariffs and/or contractual terms.	Satisfied	BellSouth bills Resale Operator Surcharges and special usage-related charges in accordance with the BellSouth business rules, tariffs and/or contractual terms. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of resale operator surcharges and special usage-related charges are billed in accordance with BellSouth business rules, tariffs and/or contractual terms. KPMG Consulting conducted a retest during May and June 2001 and found eight bills that reflected 70 incorrect usage charges for calls made during the usage test. KPMG Consulting issued Exception 96. Following additional retesting in December 2001, KPMG Consulting noted that 14 bills reflected 105 incorrect usage charges for calls made during the usage test. KPMG Consulting amended Exception

Test Reference	Evaluation Criteria	Result	Comments
			96 based on test results following BellSouth system changes and rework of December 2001expected results following business rule clarification by BellSouth. The revised analysis revealed that 101 (96%) of the 105 charges were correct. Following additional system changes by BellSouth, resale usage billing was tested in the April/May 2002 retest necessitated by the Tapestry upgrade for UNE-P usage billing. KPMG Consulting examined 408 operator surcharges and special usage-related charges reflected on 21 bills. Exception 96 was closed after this examination revealed that 405 (100%) of the 405 charges were correct.
TVV11-2-21	Calling plan allowances are applied correctly for resale usage.	Satisfied	BellSouth accurately applies calling plan allowances for resale usage. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of calling plan allowances are applied correctly to resale usage. KPMG Consulting conducted one test and two retests that included accounts with call plan allowances. The first test, conducted during December 2000, included nine accounts with 322 calls subject to call plans. The second test, conducted during May 2001, included six accounts with 915 calls subject to call plans. The third test, conducted during December 2001, included five accounts with 108 calls subject to call plans. All 20 (100%) calling plan allowances were accurately applied to resale usage in accordance with BellSouth business rules and tariffs.
TVV11-2-22	Format and content of the BOS BDT is complete and accurate.	Satisfied	BellSouth's BOS BDT is complete and accurate. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 95% of the format and content of the BOS BDT is complete

Test Reference	Evaluation Criteria	Result	Comments
			and accurate. KPMG Consulting evaluated 35 BOS BDT bills from February 2002 through April 2002 for complete and accurate format. KPMG Consulting also evaluated 35 BOS BDT bills from March 2002 through April 2002 for complete and accurate content. All 35 (100%) BOS BDT bills were complete and accurate in format and content.
TVV11-2-23	ALEC invoice accuracy is comparable to BellSouth invoice accuracy	Satisfied	ALEC invoice accuracy is comparable to BellSouth invoice accuracy. The Florida Interim Performance Metric B-1: Invoice Accuracy defined standard is parity with BellSouth's invoice accuracy. BellSouth's retail invoice accuracy over the test period December 2000 through March 2002 averaged 98.3%. Of the 60 resale bills tested from December 2000 through June 2001 and 137 resale bills tested from October 2001 through January 2002, all 197 (100%) of the Total Billed Revenue charges were accurate. Of the 105 UNE bills tested from March 2002 through May 2002, all 105 (100%) of the Total Billed Revenue charges were accurate.
Timeliness			
TVV11-3-1	Invoices reflect timely service order activity.	Satisfied	BellSouth invoices reflect timely service order activity. BellSouth's Florida Interim Performance Metrics B-7: Recurring Charge Completeness and B-8: Non-recurring Charge Completeness defined standard for each is 90% of charges must appear on UNE invoices within 30 days and timeliness of charges on resale invoices is in parity with BellSouth retail. KPMG Consulting evaluated activity from 51 resale service orders issued from December of 2000 through June of 2001. All 51 (100%) of the service order activity related to recurring and

Test Reference	Evaluation Criteria	Result	Comments
			non-recurring charges was reflected on the first billing cycle after the service order completed. BellSouth's retail recurring charge completeness during the first resale test averaged 81% and non-recurring charges averaged 92%. KPMG Consulting evaluated activity from 12 service orders issued from October 2001 through January 2002 to refresh the original resale data. All 12 (100%) of the service order activity related to recurring and non-recurring charges was reflected on the first billing cycle after the service order completed. BellSouth's retail recurring charge completeness during the resale refresh test averaged 85% and non-recurring charges averaged 89%. KPMG Consulting evaluated activity from 15 UNE service orders issued from March 2002 through May 2002. All 15 (100%) of the service order activity related to recurring and non-recurring charges was reflected on the first billing cycle after the service order completed. KPMG Consulting evaluated activity from 45 UNE-P service orders issued from March 2002 through May 2002. All 45 (100%) of the service order activity related to recurring and non-recurring charges was reflected on the first billing cycle after the service order completed.
TVV11-3-2	Invoices reflect timely call event activity.	Satisfied	BellSouth invoices reflect timely call event activity. In the absence of a defined standard, KPMG Consulting assigned a benchmark of 98% of the call events are reflected on invoices within two

Test Reference	Evaluation Criteria	Result	Comments
			cycles. KPMG Consulting evaluated 1,845 call events for timeliness. 1,840 (99.7%)[41] of 1,845 call events were reflected on the bills within two bill cycles.
TVV11-3-3	Paper and CD ROM bills are sent in a time frame consistent with bill production schedules defined in BellSouth documentation.	Testing in Progress	KPMG Consulting has not yet determined if paper and CD ROM bills are sent in a time frame consistent with bill production schedules defined in BellSouth documentation. BellSouth's Florida Interim Performance Metrics B2: Mean Time to Deliver Invoices defined standard is CRIS bills will be released for delivery within six business days and CABS bills will be released for delivery within eight calendar days. KPMG Consulting evaluated the delivery timeliness for 76 resale bills between February 2002 and May 2002. BellSouth released the sampled paper bills to the Post Office in an average of 3.28 business days. These bills were measured against the CRIS metric. KPMG Consulting also evaluated the delivery times for 32 paper and CD ROM UNE and UNE-P bills from March 2002 through May 2002 produced under the CRIS metric. BellSouth released the sampled bills to the Post Office in an average of 8.2 business days. KPMG Consulting also evaluated the delivery times for 10 CD ROM UNE bills from March 2002 through May 2002 produced under the CABS metric. BellSouth released the bills to the Post Office in an average of 5.1 calendar days. As a result of the delayed UNE and UNE-P bills processed under the CRIS metric, Exception 164 was opened and currently remains open.

[41] Five of the 1,252 calls never appeared on the bills and are included in Exception 43.

5.0 Parity Evaluation

A parity evaluation is not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 29 evaluation criteria considered for the Functional Carrier Bill Evaluation (TVV11) test. Twenty-three evaluation criteria received a satisfied result. Six evaluation criteria remain under test at the time of this draft.

As testing is still in progress, KPMG Consulting is unable to render a summary of findings at this time. As the test progresses, Section 4.0 and Section 6.0, of this report, will be updated. These sections will be finalized at test closure.

VIII. Performance Metrics Domain Results and Analysis

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A. Test Results: Data Collection and Storage Verification and Validation Review (PMR1)

1.0 Description

The Data Collection and Storage Verification and Validation Review (PMR1) evaluated the key policies and procedures for collecting and storing the raw[1] (unprocessed) data that BellSouth uses to create Service Quality Measurement (SQM) reports. The evaluation relied on a combination of interviews with BellSouth data collection and storage personnel, review of BellSouth documentation, a walk-through of a BellSouth Regional Data Center and the Performance Measurements Analysis Platform (PMAP) production facilities in Birmingham, Alabama and Charlotte, North Carolina. The procedures for generating both data used in the calculation of the metrics and data required for the calculation of retail analogs were also evaluated. In addition to gathering information as part of the BellSouth Operations Support Systems (OSS) test, KPMG Consulting also relied on information gathered previously from BellSouth as part of the BellSouth Georgia OSS test after re-verification.

As BellSouth is currently in the process of upgrading the systems used to collect, store, and process the raw data used to create the SQM reports scheduled to begin with April 2002 data. The upgraded system will be referred to as PMAP 4.0. KPMG Consulting based its evaluations on BellSouth data collection and storage processes used in the PMAP 2.6 environment. At the time of this draft report, PMAP 4.0 data was not publicly available. When BellSouth begins producing metrics data through the PMAP 4.0 environment, KPMG Consulting will conduct additional testing. Test results will be updated when PMAP 4.0 testing has been completed.

2.0 Business Process

This section describes BellSouth's PMAP, manual, and billing data collection and storage processes for SQM metrics.

2.1 PMAP Business Process Description

The data collection process used by BellSouth to generate SQM reports, other than for billing and manual SQMs, is the PMAP process described in Figure 1-1. The steps from staging (data preparation area prior to loading into Normalized Operational Data Store (NODS) tables) to final SQM report generation collectively are referred to as the PMAP process.

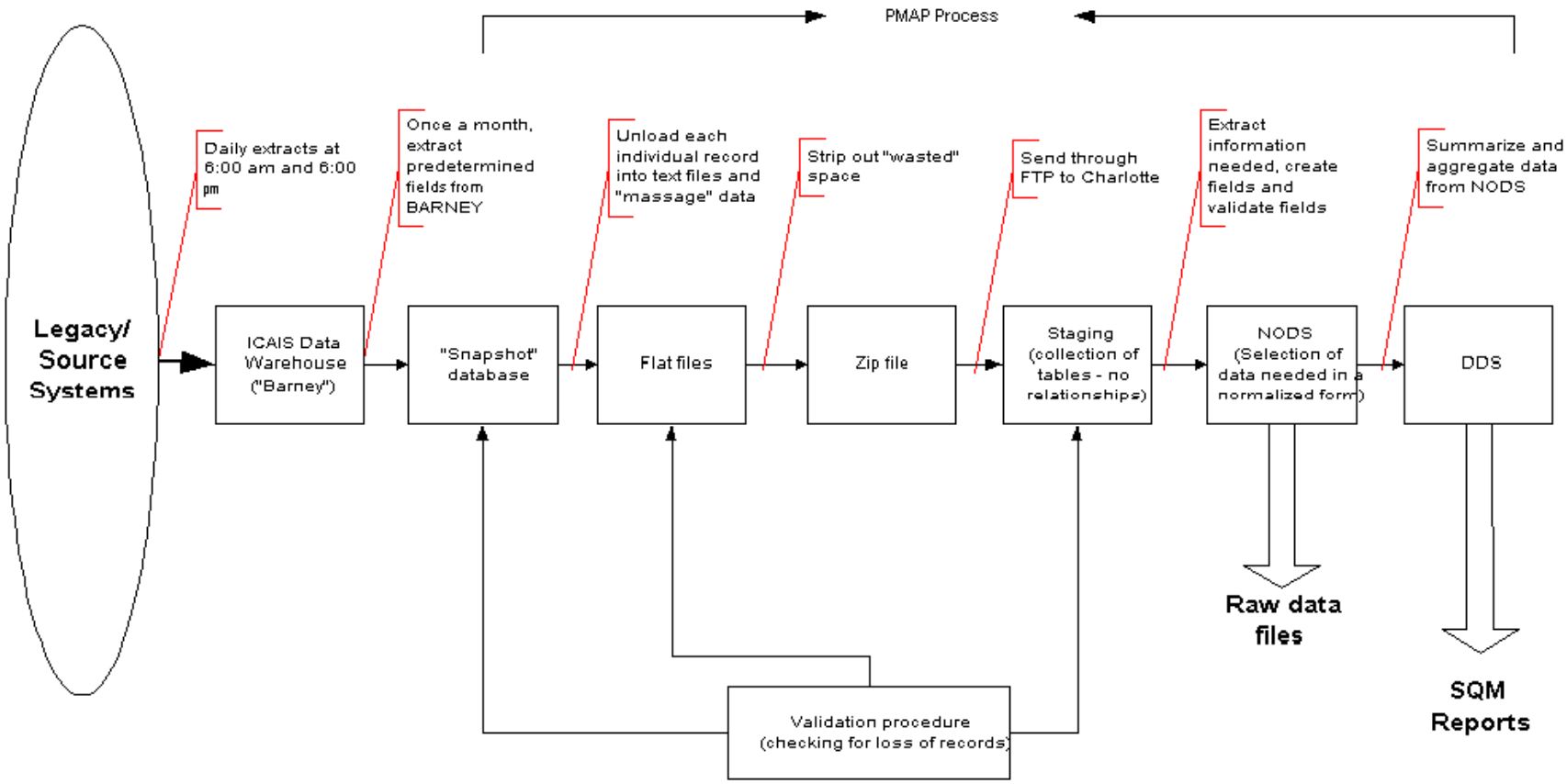
SQM reports are based on raw data generated in BellSouth's legacy/source systems during the course of BellSouth's business operations. The data captured from most of the Legacy/Source systems is transferred daily to the Interexchange Carrier Analysis and Information System (ICAIS) data warehouse, more commonly referred to as Barney. Each month, a snapshot of the database is created by extracting copies of the live tables from Barney. Those snapshots are then moved into the staging area for transformation into NODS. The snapshot database contains the records and data fields needed to calculate the SQMs. See Figure 1-1.

Prior to staging, Bellsouth conducts validation checks throughout the PMAP process to verify counts of records and to protect against data loss. From staging, the data tables are transferred to

[1] BellSouth refers to the data at the NODS stage of the PMAP process as raw data. KPMG Consulting evaluated data collection and storage policies at both the staging and NODS stage as appropriate.

NODS, which puts the data into normalized form. NODS then passes the data to the Dimensional Data Store (DDS), which summarizes and aggregates the data.

SQM reports are generated by queries run against the DDS data. Data from NODS are also used to generate the raw data files, which are made available to ALECs and used by BellSouth for validation purposes.


PMAP Process
Legacy/ Source Systems
Daily extracts at 6:00 am and 6:00 pm
ICAIS Data Warehouse ("Barney")
Once a month, extract predetermined fields from BARNEY
"Snapshot" database
Unload each individual record into text files and "massage" data
Flat files
Strip out "wasted" space
Zip file
Send through FTP to Charlotte
Staging (collection of tables - no relationships)
Extract information needed, create fields and validate fields
NODS (Selection of data needed in a normalized form)
Summarize and aggregate data from NODS
DDS
Raw data files
SQM Reports
Validation procedure (checking for loss of records)

2.2 Manual Billing .Metrics Process Description

The data for billing metrics, which are all calculated manually, are obtained in various formats including EXCEL, MS-WORD, and TEXT files. The data are developed and provided to PMAP by a variety of BellSouth subject matter experts (SMEs) with varying levels of manual preparation. Detailed methods and procedures are developed for use by the SMEs to produce the metrics and validate that the data are collected and stored properly during the process. The primary data collection point prior to sending to PMAP is the BellSouth Billing, Inc. (BBI) shared NT server.

2.3 Manual Metrics (non-Billing) Process Description

BellSouth SMEs coordinate the collection of the data for manual non-billing metrics, produce the reports, and provide them to PMAP Project Managers for posting on the PMAP website. As with the billing metrics, detailed methods and procedures are developed for use by the SMEs to produce the metrics and validate that the data, is collected and stored properly during the process. The primary data collection point prior to web posting is the PMAP shared drive. The non-billing manual metrics are:

- Operations Support Systems (OSS)
  - Average Response Time and Response Interval
  - Interface Availability (Pre-Ordering/Ordering)
  - Interface Availability (Maintenance & Repair (M&R))
  - Response Interval (M&R)
  - Loop Makeup - Response Time – Manual
  - Loop Makeup - Response Time - Electronic
- Ordering
  - Percent Flow-Through Service Requests (Summary)
  - Percent Flow-Through Service Requests (Detail)
  - Reject Interval (Trunks)
  - Service Inquiry with LSR FOC Response Time
  - Firm Order Confirmation (FOC) and Reject Response Completeness (Trunks)
  - Speed of Answer in Ordering Center
- Provisioning
  - Service Order Accuracy
- Maintenance & Repair
  - Average Answer Time - Repair Centers
  - Meantime to Notify CLEC of Network Outages
- OS/DA

- Speed to Answer Performance/Average Speed to Answer (Toll)
- Speed to Answer Performance/Percent Answered within "X" Seconds (Toll)
- Speed to Answer Performance/Average Speed to Answer (DA)
- Speed to Answer Performance/Percent Answered within "X" Seconds (DA)

- Database Update Information
  - Average Database Update Interval
  - Percent Database Update Accuracy
  - Percent NXXs and LRNs Loaded by LERG Effective Date
- E 911
  - Timeliness
  - Accuracy
  - Mean Interval
- Trunk Group Performance
  - Trunk Group Performance
- Collocation
  - Average Response Time
  - Average Arrangement Time
  - % of Due Dates Missed
- Change Management
  - Timeliness of Change Management Notices
  - Change Management Notice Average Delay Days
  - Timeliness of Documents Associated with Change
  - Change Management Documentation Average Delay Days
  - Notification of CLEC Interface Outages
- Bona Fide/New Business Request Process
  - Percentage of BFR/NBR Requests Processed within 30 Business Days
  - Percentage of Quotes Provided for Authorized BFR/NBR Requested Processes within X (10, 30, 60) Business Days

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test targets were the data collection and storage processes for the production of SQMs and included the following processes and sub-processes:

- Collection of data;
  - Collection policies and procedures for ALEC and retail data;
  - Identification of collection points;
  - Existence of collection tools; and
  - Internal controls.
- Storage of data;
  - Storage policies and procedures for ALEC and retail data;
  - Identification of storage sites;
  - Existence of storage tools; and
  - Internal controls.

3.3 Data Sources

Some of the key documents collected for the test included the following:

- Summaries of interviews conducted by KPMG Consulting;
- Documentation (electronic or paper copies) related to various systems and processes: technical guides, data flow diagrams, user guides, etc.; and
- Work papers from the Georgia OSS test.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The evaluation of the data collection and storage processes consisted of an investigation of the systems used to collect data for SQM production. Except for billing and other manual measures, the measures follow the data collection process described in Figure 1-1. The data collection and storage processes for billing and other manual measures were analyzed separately.

KPMG Consulting evaluated the data collection and storage policies and procedures using the following methods:

- Re-verification of BellSouth's Georgia OSS Test information – As part of the BellSouth Georgia OSS test, KPMG Consulting gathered information and documents related to data collection and storage for BellSouth legacy and PMAP systems. As a first step for BellSouth's Florida OSS test, KPMG Consulting requested verification of documents and interview summaries from the BellSouth Georgia OSS Test to determine if (i) the information was still accurate and valid, and (ii) identify changes to the information and provide new documents and revisions as necessary.

- Document Review – KPMG Consulting reviewed additional BellSouth documentation on data collection and storage policies and procedures for measures not handled by the PMAP process. This includes all billing-related measures and measures referred to as manual metrics. Additional documentation on PMAP and backup systems used to store collected data was also requested and reviewed.
- Interviews – KPMG Consulting conducted interviews with BellSouth SMEs who had knowledge of the systems and procedures used for data collection and storage.
- Walk-through – As part of the Georgia OSS Test, KPMG Consulting conducted a walk-through of the BellSouth Regional Data Center and the PMAP production facilities in Birmingham, Alabama and Charlotte, North Carolina, respectively. There performance measures are produced, backup services are provided, and performance measurement data are stored. The information gathered was sent for re-verification for reuse in this test. As part of the Florida OSS Test, KPMG Consulting conducted a second walk-through of the BellSouth Regional Data Center and the PMAP production facilities in Birmingham, Alabama.

The Data Collection and Storage Verification and Validation Review (PMR1) included a checklist of evaluation criteria developed by KPMG Consulting. These evaluation criteria provided the framework of norms, standards and guidelines for the Data Collection and Storage Verification and Validation Review (PMR1).

KPMG Consulting analyzed the data collected for this review according to the evaluation criteria referenced in Table 1-2 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 1-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test evaluation criteria and results are presented in Table 1-2. This table presents test results by (i) SQMs that are handled by Barney and the PMAP process; (ii) Manual Billing SQMs calculated outside the PMAP process; and (iii) Manual SQMs (except billing), which includes collection of data and calculation of some Ordering/Pre-ordering, Provisioning, Maintenance & Repair, Operator Services Directory Assistance, E911 and Collocation metrics.

Table 1-1: PMR1 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	1	0
Total Disposed as of Final Report Date	1	0
Total Open as of Final Report Date	0	0

Table 1-2: PMR1 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
Pre-ordering, Ordering, Provisioning, M&R			
PMR1-1A	The roles and responsibilities of data collectors are defined and documented.	Testing in Progress	KPMG Consulting's review of BellSouth's PMAP Runbook, SME SQM Validation Plan, PMAP Software Production and Support – Roles and Responsibilities, and organization/responsibility charts confirmed that the roles and responsibilities for data collectors are defined and documented for ALEC and retail data for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-2A	The policies and procedures for data collection are defined and documented.	Testing in Progress	KPMG Consulting reviewed and verified that BellSouth has established and documented policies and procedures for capturing and collecting data for the PMAP process for ALEC and retail data for the PMAP 2.6 environment. The primary documents reviewed were: ♦ PMAP Runbook; and ♦ Data Extract Guides. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-3A	Technical guides describing data collected are available.	Testing in Progress	KPMG Consulting confirmed that BellSouth has technical guides describing the data collected and are available at the applicable workstations for the PMAP 2.6 environment. The primary documents reviewed were: ♦ Data Extract Guides; ♦ Data Dictionary; ♦ Source tables; and ♦ Metric Domain documents. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.

Test Reference	Evaluation Criteria	Result	Comments
PMR1-4A	BellSouth is able to identify the exact points of data collection.	Testing in Progress	KPMG Consulting reviewed the PMAP data flow charts and process documentation and determined that BellSouth can identify the points of data collection for the PMAP 2.6 environment. KPMG Consulting conducted interviews with BellSouth Database Administrators (DBAs) who validated the points of data collection identified in the documentation. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-5A	BellSouth has capacity to collect data.	Testing in Progress	KPMG Consulting found that BellSouth has capacity to collect data for the PMAP 2.6 environment. The reviewed documentation indicated that after collecting and retaining 5 years worth of data, Barney (ICAIS) is using 60% of the 1.6 terabytes of disk space. At this rate there is enough capacity to collect data for a minimum of 3 years. This meets KPMG Consulting's storage capacity requirement standard of 4 months of additional storage capacity. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-6A	BellSouth has a defined plan for future capacity to collect data.	Testing in progress	KPMG Consulting reviewed BellSouth plans to move toward a Storage Area Networks (SANS) solution to address future capacity requirements for the PMAP 2.6 environment. The storage and backup systems are monitored constantly by Electronic Data Systems (EDS). EDS has an agreement with EMC^2, the suppliers of disk space. Requests for additional storage space are satisfied within 30 days of date of request. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-7A	BellSouth has defined and documented error controls for collecting data.	Testing in Progress	KPMG Consulting reviewed documentation confirming that error controls for data collection are defined and documented for the PMAP 2.6 environment.

Test Reference	Evaluation Criteria	Result	Comments
			The primary documents reviewed were: ♦ Audit and Control Points document; ♦ Data Extract Guides; ♦ PMAP On Call document; and ♦ Load Record Count Verification document. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-8A	BellSouth has a documented security process to collect data.	Testing in Progress	KPMG Consulting found that BellSouth has a documented security process to collect data for the PMAP 2.6 environment. The Barney and PMAP DBAs grant access to the data collected on a need basis only. The default access to the databases is a "read only" access. Access to the data is granted via a request and approval process using appropriate request forms. BellSouth's corporate security standards apply to the data collected. The security processes are contained within the following: ♦ Online Access Request form; ♦ Access approval policy documentation; and ♦ BellSouth Corporate Security Standards. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-9A	The roles and responsibilities of data storage personnel are defined and documented.	Testing in Progress	KPMG Consulting's review of BellSouth's documentation confirmed that BellSouth has defined and documented the roles and responsibilities of data storage personnel for ALEC and retail data for the PMAP 2.6 environment. The primary documents reviewed, which contain the roles and responsibilities are: ♦ DBA Responsibilities; ♦ PMAP On-Call Documentation ♦ Backup and recovery documents; and

Test Reference	Evaluation Criteria	Result	Comments
			♦ UNIX Administrator document. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-10A	The policies and procedures for data storage are defined and documented.	Testing in Progress	KPMG Consulting reviewed BellSouth's documentation and found that BellSouth's policies and procedures for data storage are defined and documented for ALEC and retail data for the PMAP 2.6 environment. The primary documents reviewed were: ♦ Data Retention Policies by SQM; ♦ DBA Responsibilities; and ♦ PMAP Backup and Recovery Overview. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-11A	Technical guides describing data storage are available.	Testing in Progress	KPMG Consulting's review of BellSouth's documentation describing backup tools, backup scripts and backup software confirmed that BellSouth has technical guides describing data storage for the PMAP 2.6 environment. The primary documents reviewed were: ♦ PMAP Backup and Recovery Overview; ♦ PMAP On Call Documentation; ♦ PMAP Production Backup Schedule; and ♦ UNIX Admin document. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-12A	BellSouth is able to identify the exact points for data storage.	Testing in Progress	KPMG Consulting reviewed the PMAP data flow charts and process documentation and determined that BellSouth had identified the points of data collection for the PMAP 2.6 environment. KPMG Consulting conducted interviews with BellSouth DBAs who validated the points of data collection identified in the documentation. The points of data collection have changed for

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 and will be reviewed once PMAP 4.0 is available for review.
PMR1-13A	BellSouth has capacity to store data.	Testing in Progress	KPMG Consulting verified that BellSouth has capacity to store data for the required timeframe stated in the BellSouth Data Retention policy document for the PMAP 2.6 environment. After five years of collecting and retaining data online, Barney has approximately 1.6 terabytes of data with about 40% spare capacity available. At these usage levels, there is sufficient space for retaining an additional three years of source data and one year of snapshot data online. This meets KPMG Consulting's storage capacity requirement standard of four months of additional storage capacity. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-14A	BellSouth has a defined plan for future capacity to store data.	Testing in Progress	KPMG Consulting confirmed that BellSouth has a defined plan for future capacity to store data for the PMAP 2.6 environment. EDS, BellSouth's outsource vendor for Data Center Operations, and DBAs continually monitor backup capabilities and hardware resources. EDS has an agreement with EMC^2, the suppliers of disk space. Requests for additional storage space are satisfied within 30 days of the date it is requested. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-15A	BellSouth has defined and documented error controls for storing data.	Testing in Progress	KPMG Consulting's review of BellSouth's PMAP Backup and Recovery document and backup logs confirmed that BellSouth has defined and documented error controls for storing data for the PMAP 2.6 environment. The backup software used to backup Barney has built in cyclical redundancy checks and the PMAP On-Call documentation details error checks and backup and recovery procedures for NODS data. The points of data collection have changed for

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-16A	BellSouth has documented security procedures for data storage.	Testing in Progress	KPMG Consulting's review of BellSouth's Corporate Security Standards and Data Access guidelines confirmed that BellSouth has documented security procedures for data storage for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
Billing Metrics			
PMR1-1B	The roles and responsibilities of data collectors are defined and documented.	Testing in Progress	KPMG Consulting's review of BellSouth's Billing metrics methodology and process documentation confirmed that BellSouth has defined and documented the roles and responsibilities for data collectors for ALEC and retail data for the PMAP 2.6 environment. Data Collection for the Billing related metrics is primarily manual. Multiple SMEs are responsible for the collection of different components of billing related metric data. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.

Test Reference	Evaluation Criteria	Result	Comments
PMR1-2B	The policies and procedures for data collection are defined and documented.	Testing in Progress	KPMG Consulting's review of BellSouth's billing metrics methodology and process documentation confirmed that BellSouth has defined and documented the policies and procedures for data collection for ALEC and retail data for the PMAP 2.6 environment. The primary documents reviewed were: ♦ CLUB Electronic Data Interchange (EDI) Invoice Timeliness Reporting -Job Aid; ♦ CLEC Invoice Timeliness Reporting Procedures; ♦ CLEC Data Gathering/Reporting Process– CRIS; and ♦ CLEC Data Gathering/Reporting Process– CABS. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-3B	Technical guides describing data collected are available.	Testing in Progress	KPMG Consulting reviewed and verified BellSouth's technical guides describing the data collected for the PMAP 2.6 environment. Technical guides are available at applicable workstations. The primary documents reviewed were: ♦ Data Definition documentation; and ♦ Billing Metrics methods and procedures. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-4B	BellSouth is able to identify the exact points of data collection.	Testing in Progress	KPMG Consulting reviewed the PMAP data flow charts and process documentation and determined that BellSouth can identify the points of data collection for the PMAP 2.6 environment. KPMG Consulting conducted interviews with BellSouth DBAs who validated the points of data collection identified in the documentation. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.

Test Reference	Evaluation Criteria	Result	Comments
PMR1-5B	BellSouth has capacity to collect data.	Testing in Progress	KPMG Consulting found that BellSouth has the capacity to collect data for the PMAP 2.6 environment. KPMG Consulting reviewed the BBI shared server specifications document and reviewed server logs to determine that the server had capacity to collect data. With 18 months of data retained online, about 16.6% of total capacity is still available to retain data. This implies that each month, BellSouth has at least an additional 4 months of potential data collection capacity at current usage levels. This meets KPMG Consulting's storage capacity requirement standard of 4 months of additional storage capacity. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-6B	BellSouth has a defined plan for future capacity to collect data.	Testing in Progress	KPMG Consulting reviewed the BBI shared server specifications document and reviewed server logs to determine that the server had capacity to collect data for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-7B	BellSouth has defined and documented error controls for collecting data.	Testing in Progress	KPMG Consulting's review of BellSouth's SQM Validation Plan document confirmed that BellSouth has defined and documented error controls for collecting data for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-8B	BellSouth has a documented security process to collect data.	Testing in Progress	KPMG Consulting's review of BellSouth's Corporate Security Standards and DBA responsibilities documentation confirmed that BellSouth has a documented security process to collect data for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.

Test Reference	Evaluation Criteria	Result	Comments
PMR1-9B	The roles and responsibilities of data storage personnel are defined and documented.	Testing in Progress	KPMG Consulting's review of BellSouth's Billing Backup and Storage documentation confirmed that BellSouth has defined and documented the roles and responsibilities of data storage personnel for ALEC and retail data for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-10B	The policies and procedures for data storage are defined and documented.	Testing in Progress	KPMG Consulting reviewed BellSouth documentation and found that BellSouth's policies and procedures for data storage are defined and documented for ALEC and retail data for the PMAP 2.6 environment. The primary documents reviewed were: ♦ Data Retention Policies by SQM; ♦ DBA Responsibilities; and ♦ PMAP Backup and Recovery Overview. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-11B	Technical guides describing data storage are available.	Testing in Progress	KPMG Consulting's review of BellSouth's backup documentation and the BBI Shared Drive documentation confirmed that BellSouth has technical guides describing data storage for the PMAP 2.6 environment. Technical guides are available at applicable workstations. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-12B	BellSouth is able to identify the exact points for data storage.	Testing in Progress	KPMG Consulting's review of backup procedures, Billing data flows, and process documentation confirmed that BellSouth is able to identify the exact points for data storage for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.

Test Reference	Evaluation Criteria	Result	Comments
PMR1-13B	BellSouth has capacity to store data.	Testing in Progress	KPMG found that BellSouth has the capacity to store data for the PMAP 2.6 environment. Data is retained on the BBI shared drive as well as backed up to tapes. Eighteen (18) months of data is actively retained online on the shared drive after which it is backed up to tapes. The tapes are rotated every three months. KPMG Consulting received and reviewed BellSouth documentation that shows how much data is backed up, tape rotation schedules and how many tapes are required. With 18 months of data retained online, 16.6% of total capacity is still available to retain data. This meets KPMG Consulting's storage capacity requirement standard of four months of additional storage capacity. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-14B	BellSouth has a defined plan for future capacity to store data.	Testing in Progress	Data is retained on the BBI shared drive for the PMAP 2.6 environment. The data on the shared drive is backed up to tapes. KPMG consulting reviewed the BBI Shared Server Storage Plan documentation that defines BellSouth's plan for future capacity requirements and found that BellSouth has a plan for future capacity. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-15B	BellSouth has defined and documented error controls for storing data.	Testing in Progress	KPMG Consulting reviewed BellSouth's Backup documentation and verified that BellSouth has defined and documented error controls for storing data for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.

Test Reference	Evaluation Criteria	Result	Comments
PMR1-16B	BellSouth has documented security procedures for data storage.	Testing in Progress	KPMG Consulting's review of BellSouth's Corporate Security Standards and DBA responsibilities documentation confirmed that BellSouth has documented security process to for data storage for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
Manual Metrics (excluding Billing)			
PMR1-1C	The roles and responsibilities of data collectors are defined and documented.	Testing in Progress	KPMG Consulting's review of BellSouth's SME Validation Plan and Manual Metrics process documents confirmed that the roles and responsibilities for the data collectors are defined and documented for ALEC and retail data for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-2C	The policies and procedures for data collection are defined and documented.	Testing in Progress	KPMG Consulting's review of BellSouth's SME Validation Plan and Manual Metrics process documents confirmed that the policies and procedures for data collection are defined and documented for ALEC and retail data for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-3C	Technical guides describing data collected are available.	Testing in Progress	KPMG Consulting's review of Interface documents and Data Dictionaries for data mapping verified that BellSouth has technical guides describing the data collected for the PMAP 2.6 environment. Technical guides are available at applicable workstations. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.

Test Reference	Evaluation Criteria	Result	Comments
PMR1-4C	BellSouth is able to identify the exact points of data collection.	Testing in Progress	KPMG Consulting reviewed BellSouth's data flow and process documentation to verify that BellSouth is able to identify the exact points of data collection for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-5C	BellSouth has capacity to collect data.	Testing in Progress	Data is collected and stored on the PMAP shared drive on an NT server for the PMAP 2.6 environment. KPMG Consulting reviewed the Server Specification Document and server logs that indicated they had 26% of 50 GB of disk space available to collect data. Currently, 18 months of data is stored online and has used only 74% capacity. Data older than 18 months is rolled off to archive each month. BellSouth has at least an additional 6 months of potential data collection capacity at current usage levels. This meets KPMG Consulting's storage capacity requirement standard of 4 months of additional storage capacity. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-6C	BellSouth has a defined plan for future capacity to collect data.	Testing in Progress	KPMG Consulting reviewed BellSouth's plan for future capacity. During the course of conducting the test, BellSouth stated they would be adding an additional 106 GB of disk space for collecting data. BellSouth has provided written documentation indicating plans to procure additional capacity are underway for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.

Test Reference	Evaluation Criteria	Result	Comments
PMR1-7C	BellSouth has defined and documented error controls for collecting data.	Testing in Progress	KPMG Consulting's review of BellSouth's SME Validation Plan and Manual Metrics process documentation confirmed that BellSouth has defined and documented error controls for collecting data for the PMAP 2.6 environment The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-8C	BellSouth has a documented security process to collect data.	Testing in Progress	KPMG Consulting reviewed Access Request and Approval documentation and BellSouth's Corporate Security Standards and verified that BellSouth has a documented security process to collect data for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-9C	The roles and responsibilities of data storage personnel are defined and documented.	Testing in Progress	KPMG Consulting's review of backup documentation verified that BellSouth has defined and documented the roles and responsibilities of data storage personnel for ALEC and retail data for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.

Test Reference	Evaluation Criteria	Result	Comments
PMR1-10C	The policies and procedures for data storage are defined and documented.	Testing in Progress	KPMG Consulting's review of BellSouth's formal data retention for SQMs document and backup documentation confirmed that the policies and procedures for data storage are defined and documented for ALEC and retail data for the PMAP 2.6 environment. KPMG Consulting found that the data files used to compute the Local Number Portability (LNP) metrics were not being retained, per BellSouth's retention policy. As a result, KPMG Consulting issued Exception 14. As a result of the exception, BellSouth stated that the LNP data retention policy would be amended to retain data for thirteen months on Barney. KPMG Consulting confirmed that the data files would be available for a period of thirteen months on Barney, which resulted in the closure of Exception 14. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-11C	Technical guides describing data storage are available.	Testing in Progress	KPMG Consulting reviewed hardware specification documentation, backup procedures and data retention policies and verified that BellSouth has technical guides describing data storage for the PMAP 2.6 environment. Technical guides are available at applicable workstations. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-12C	BellSouth is able to identify the exact points for data storage.	Testing in Progress	KPMG Consulting's review of BellSouth's backup documentation and data flow and process documentation confirmed that BellSouth is able to identify the exact points for data storage for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.

Test Reference	Evaluation Criteria	Result	Comments
PMR1-13C	BellSouth has capacity to store data.	Testing in Progress	KPMG Consulting requested documentation and verified that BellSouth has capacity to collect data for the PMAP 2.6 environment. BellSouth has 26% of 50 GB available for collecting data. Currently, 18 months of data is stored online and has used only 74% capacity. Data older than 18 month is rolled off to archives each month. BellSouth has at least an additional six months of potential data collection capacity at current usage levels. This meets KPMG Consulting's storage capacity requirement standard of four months of additional storage capacity. KPMG Consulting received and reviewed BellSouth documentation that shows how much data is backed up, tape rotation schedules and how many tapes are required and found that BellSouth has capacity to store data. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-14C	BellSouth has a defined plan for future capacity to store data.	Testing in Progress	BellSouth stated they would be adding an additional 106 GB of disk space for collecting data for the PMAP 2.6 environment. BellSouth has provided written documentation indicating plans to procure additional capacity are underway. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-15C	BellSouth has defined and documented error controls for storing data.	Testing in Progress	KPMG Consulting's review of backup tools and software documentation, DBA responsibilities documentation, and SME Validation Plan verified that BellSouth has defined and documented error controls for storing data for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.

Test Reference	Evaluation Criteria	Result	Comments
PMR1-16C	BellSouth has documented security procedures for data storage.	Testing in Progress	KPMG Consulting reviewed DBA responsibilities documentation and BellSouth's Corporate Security Standards and verified that BellSouth has a documented security process for data storage for the PMAP 2.6 environment. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were forty-eight evaluation criteria considered for the Data Collection and Storage Verification and Validation Review (PMR1). All evaluation criteria in PMAP 2.6 were met; however due to the recent introduction of PMAP 4.0, no evaluation criteria have received a satisfied result. All forty-eight criteria must be reviewed against PMAP 4.0 and remain under test at the time of this draft publication.

As testing is still in progress, KPMG Consulting is unable to render a summary of findings at this time. As the test progresses, Section 4.0 and Section 6.0, of this report, will be updated. These sections will be finalized at test closure.

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B. Test Results: Metrics Definition and Standards Development and Documentation Verification and Validation Review (PMR2)

1.0 Description

The objective of the Metrics Definition and Standards Development and Documentation Verification and Validation Review (PMR2) was to evaluate the definitions and standards of the BellSouth Operation Support Systems (OSS) Test Service Quality Measurements (SQMs) Plan, Florida Interim Performance Metrics, June 1, 2001, version 3.00, documentation.

This test evaluated metrics definitions and standards documentation and reviewed the related policies and practices. This included the documentation, policies, and practices associated with both Alternative Local Exchange Carrier (ALEC) measurements and, for standards that involve BellSouth retail analogs, the retail measurements. This test relied on checklists, document reviews and interviews.

The Metrics Definition and Standards Development and Documentation Verification and Validation Review (PMR2) was based on BellSouth OSS Testing SQM Plan and BellSouth Performance Measurement Analysis Platform (PMAP) reports for the PMAP 2.6 environment and the PMAP 4.0 environment once the integration to this new application was completed and in production. At the time of this draft report, PMAP 4.0 data was not publicly available. When BellSouth begins producing metrics data through the PMAP 4.0 environment, KPMG Consulting will conduct additional testing. Test results will be updated when PMAP 4.0 testing has been completed.

2.0 Business Process

This section describes BellSouth's business process for metrics definitions and standards development.

Business Process Description

The Florida Public Service Commission (FPSC) established an Interim Performance Metrics Work Group, comprised of representatives from the FPSC staff, BellSouth and the ALEC community, and initiated a process for obtaining input regarding metrics for use in OSS testing.

The Interim Performance Metrics Work Group participated in workshops on December 1 and December 17, 1999 using the September 15, 1999 version of the BellSouth SQM document as the starting point. The resulting set of OSS Interim Performance Metrics was approved and ordered by the Florida Public Service Commission on February 8, 2000.

The BellSouth Operation Support Systems (OSS) Test SQM Plan, Florida Interim Performance Metrics document defines each of the SQMs included in the OSS test. The specific exclusions, business rules, levels of disaggregation, the calculation description, and other information pertaining to report structure, data retention, and evaluation standards are identified in this document as well.

On the 21st of each month, or the next business day if the 21st is a weekend or holiday, the previous month's SQM performance results are downloaded into BellSouth's Performance Measurement Analysis Platform (PMAP). PMAP provides each ALEC access to its individual metric results via internet access.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target was the set of definitions, exclusions, calculation descriptions, and associated information in the June 1, 2001, version 3.00 SQM documentation. Processes evaluated included the following:

- Documentation of metrics definitions and standards;
- Distribution of metrics definitions and standards; and
- Distribution of metrics reports.

3.3 Data Sources

Primary sources included the BellSouth OSS Testing SQM, Florida Interim Performance Metrics, June 1, 2001, version 3.00, BellSouth's Performance Measurement Analysis Platform reports and the FPSC Orders for Docket Nos. 981834-TP and 960786-TL.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The Metrics Definition and Standards Development and Documentation Verification and Validation Review (PMR2) consisted of reviewing two types of BellSouth metric documentation, i) the BellSouth OSS Testing SQM Plan, Florida Interim Performance Metrics, version 3.00 and ii) the BellSouth's PMAP reports.

KPMG Consulting examined the SQM document to verify that the measurements accurately represented BellSouth's reporting agreement with the FPSC. KPMG Consulting also verified that the PMAP reports were complete and consistent in accordance with the guidelines, as well as available to BellSouth's wholesale customers on a consistent basis. Lastly, KPMG Consulting verified that BellSouth published the monthly reports on time.

The Metrics Definition and Standards Development and Documentation Verification and Validation Review (PMR2) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for Metrics Definition and Standards Development and Documentation Verification & Validation Review (PMR2).

The data collected were analyzed employing the evaluation criteria detailed in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 2-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 2-2.

Table 2-1: PMR2 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	2	9
Total Disposed as of Final Report Date	2	8
Total Open as of Final Report Date	0	1

Table 2-2: PMR2 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PMR2-1	The process to develop and document metrics definitions is complete and consistent.	Testing in Progress	KPMG Consulting reviewed the process to develop and document the metrics definitions as outlined in the Florida Public Service Commission Order No. PSC-00-0260-PAA-TP, Docket Nos. 981834-TP and 960786-TL and found that BellSouth followed the process to develop and document the metrics definitions as described in the order and dockets above for the PMAP 2.6 environment. Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR2-2	Metrics definitions are consistent with the intent of the metrics.	Testing in Progress	During review of BellSouth's Business Rules for pre-ordering and maintenance and repair OSS interface availability, KPMG Consulting found the language defining full outages was ambiguous. KPMG Consulting issued Exception 59. BellSouth agreed that the intent described in the Business Rules documentation was unclear and submitted a revised (red-lined) SQM to address the issue. KPMG Consulting reviewed BellSouth's changes and was satisfied that all of the issues raised were properly addressed. Exception 59 was closed. During review of BellSouth's Business Rules for ALEC interface outage notification, KPMG Consulting found the language defining the verification process for notification of ALEC interface outages was

Test Reference	Evaluation Criteria	Result	Comments
			ambiguous. KPMG issued Exception 81. KPMG also discovered that BellSouth did not clearly define when the clock starts or stops for the 15 minute notification interval and the 20 minute outage duration. BellSouth agreed that the intent described in the Business Rules documentation was unclear and submitted a revised (red lined) SQM to address the issue. KPMG Consulting reviewed BellSouth's changes and was satisfied that all of the issues raised were properly addressed. Exception 81 was closed. KPMG Consulting compared all other metrics definitions in the BellSouth OSS Testing Service Quality Measurement Plan (SQM) documentation and found they were consistent with the intent of the metric for the PMAP 2.6 environment. Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR2-3	Documented metrics calculations are consistent with documented metrics definitions.	Testing in Progress	KPMG Consulting reviewed the documented calculations in the BellSouth OSS Testing SQM documentation and found that the formula prescribed to calculate each metric was consistent with the intent of the documented definition for the PMAP 2.6 environment. Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR2-4	Documented metrics exclusions are appropriate.	Testing in Progress	KPMG Consulting reviewed the exclusions listed in the BellSouth OSS Testing SQM documentation and found that they are appropriate within the context of the metrics definition for the PMAP 2.6 environment. Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR2-5	Metrics definitions are made available in	Testing in Progress	KPMG Consulting verified that the metrics definitions were made available on the

Test Reference	Evaluation Criteria	Result	Comments
	made available in accordance with required distribution guidelines.	Progress	definitions were made available on the BellSouth PMAP website in accordance with the required distribution guidelines as stated in the FPSC Order No. PSC-00-0260-PAA-TP, Docket Nos. 981834-TP and 960786-TL for the PMAP 2.6 environment. Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR2-6	The process to develop and document metrics reports is complete and consistent.	Testing in Progress	KPMG Consulting reviewed the process to develop and document the metrics reports as outlined in the FPSC Order No. PSC-00-0260-PAA-TP, Docket Nos. 981834-TP and 960786-TL and found it to be complete and consistent in the PMAP 2.6 environment. Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR2-7	Metrics reports are made available in accordance with required distribution guidelines.	Testing in Progress	KPMG Consulting verified that the metrics reports for the May, July and August 2001 test months were made available on the 21st of each month in accordance with the required distribution guidelines for the PMAP 2.6 environment as stated on the BellSouth PMAP website. Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of the test.

6.1 Summary of Findings

There were seven evaluation criteria considered for the Metrics Definitions and Standards Development and Documentation Verification and Validation (PMR2). All evaluation criteria in

PMAP 2.6 environment received a satisfied result; however due to the recent introduction of PMAP 4.0, no evaluation criteria have received a satisfied result. All seven criteria must be reviewed against PMAP 4.0 and remain under test at the time of this draft publication.

As testing is still in progress, KPMG Consulting is unable to render a summary of findings at this time. As the test progresses, Section 4.0 and Section 6.0, of this report, will be updated. These sections will be finalized at test closure.

C. Test Results: Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3)

1.0 Description

The Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3) evaluated BellSouth's policies and practices for managing changes to Service Quality Measurements (SQM). The evaluation also included a review of policies and procedures for communicating SQM changes to the Florida Public Service Commission (FPSC) and to the Alternative Local Exchange Carriers (ALEC). BellSouth's SQMs may undergo changes in definitions, standards, allowed exclusions, report dimensions, or calculation methods. In addition, new SQMs may be added. This test evaluated the process for developing, testing, implementing, and monitoring SQM changes and communicating those changes to relevant stakeholders.

The Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3) was based on BellSouth policies and procedures for change management related to Performance Measurement Analysis Platform (PMAP) systems and reports for the PMAP 2.6 environment and the PMAP 4.0 environment once the integration to this new application was completed and in production. At the time of this draft report, PMAP 4.0 data was not publicly available. When BellSouth begins producing metrics data through the PMAP 4.0 environment, KPMG Consulting will conduct additional testing. Test results will be updated when PMAP 4.0 testing has been completed.

2.0 Business Process

This section describes BellSouth's internal change management business process associated with changes to the production of SQMs prior to the introduction of BellSouth's PMAP 4.0. PMAP is an extensive performance metrics platform designed to capture data and produce reports directly from BellSouth's major legacy OSS systems. This section will be updated, should the metrics change management process be impacted by the introduction of PMAP 4.0.

2.1 Business Process Description

BellSouth's change management process evaluates, implements, and tracks changes in the production and reporting of the performance metrics. Metrics change control requests arise from regulatory mandates, metric maintenance changes, or metric emergency changes. Metric maintenance changes and metric emergency changes are production fixes discovered during the course of a production run. In most cases, these fixes result from coding errors or missed impacts from the most current software release. BellSouth does not actively seek input or comments from ALECs regarding change requests.

The change management process begins when a change request initiated by BellSouth, is logged into BellSouth's internal change control database called TestDirector[2], which tracks metric changes from initiation to completion. Only BellSouth employees can access TestDirector. BellSouth subject matter experts (SME) and members of the PMAP production team use

[2] BellSouth transitioned from TeamConnection to TestDirector during the course of testing. KPMG Consulting interviewed BellSouth SMEs in February 2002 and reviewed documented process flows and confirmed that the change management process was indeed the same for TestDirector as it had been in TeamConnection.

TestDirector to log change requests or issues for consideration by the Change Control Board (CCB), which is comprised of BellSouth managers. Entries include a description of the issue or the required change, the date it was opened, the originator of the issue, the BellSouth employee to whom it is assigned, and fields for how and when the issue or change request is resolved. TestDirector assigns a number to each entry for tracking purposes.

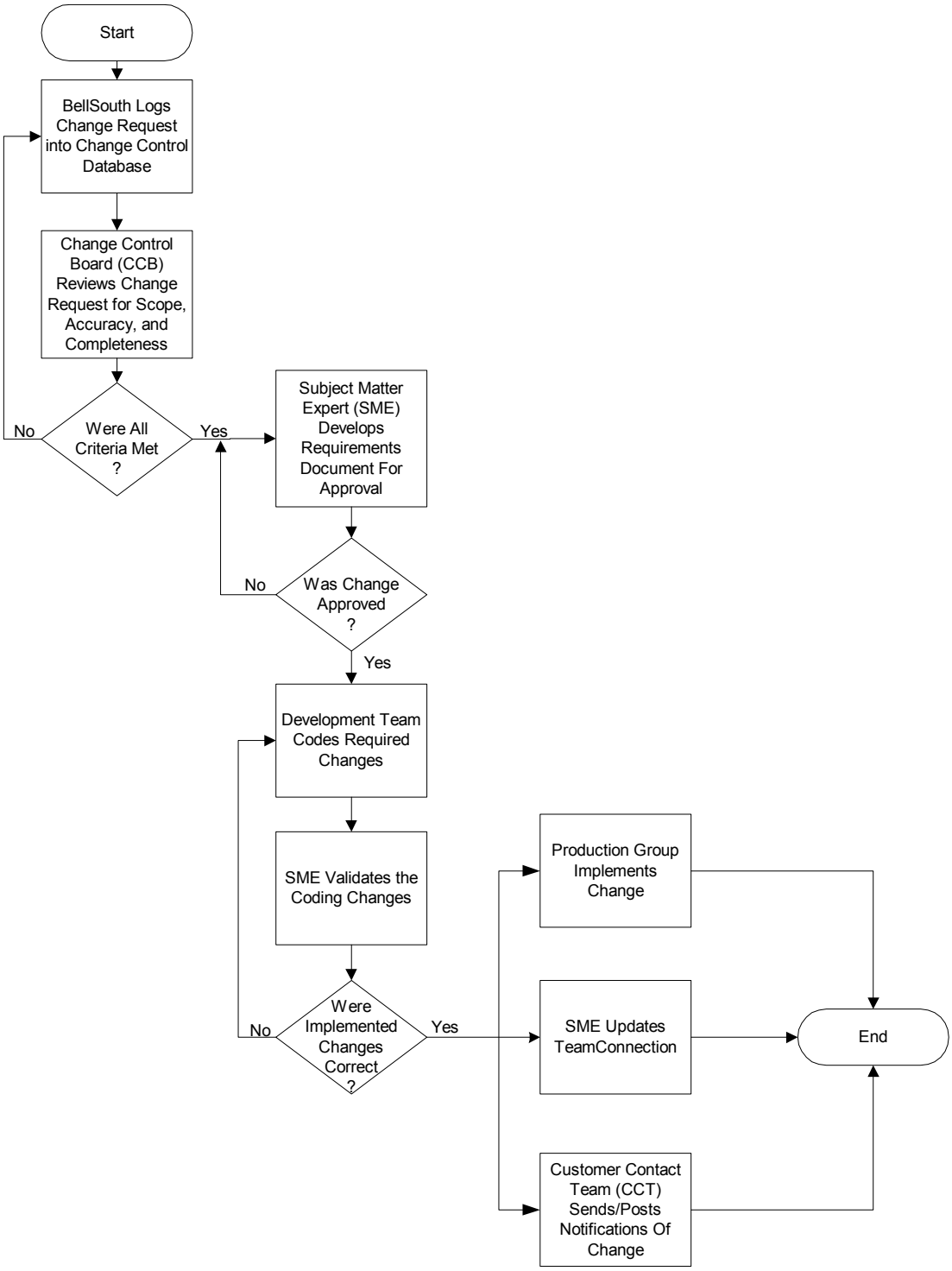
When a change involves modifications to PMAP or other source systems, the respective system managers and database administrators become involved in the change management process. The CCB reviews and prioritizes proposed changes in bi-weekly meetings and other meetings concerned with the SQM production cycle. BellSouth's Change Control Manager (CCM) examines the accuracy, completeness, and scope of the change and determines whether additional information or clarification is required before proceeding through the process.

After a metrics change is implemented, BellSouth's Customer Contact Team (CCT) provides notification of the implemented metrics change to the FPSC[3], ALECs, and internal BellSouth customers. BellSouth publishes and posts a Raw Data User Manual (RDUM) monthly with SQM changes listed in the Version Change Log on its website[4]. The RDUM documents the process to manipulate the raw data to recreate the Performance Measurement reports. BellSouth also notifies relevant parties of incorrect SQM reports via web postings and email messages.

The change management process followed by BellSouth is illustrated in Figure 3-1:

[3] BellSouth updated its contact list to include the FPSC for notification of any major changes implemented that impact the web site or reporting.
[4] BellSouth publishes and posts a Raw Data User Manual (RDUM) monthly with SQM changes listed in the Version Change Log on its website at http://pmap.bellsouth.com.

Figure 3-1: BellSouth Change Control Management Process Flowchart



3.0 Methodology

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target was to evaluate BellSouth's ability to process changes to metrics standards, definitions, and/or calculation of metrics in a controlled and consistent fashion. The change management sub-processes included in the test are summarized below:

- Developing change proposals;
- Evaluating change proposals;
- Implementing change proposals;
- Change interval;
- Documentation;
- Notification; and
- Tracking change proposals.

3.3 Data Sources

The key documents collected for the test included the following:

- Change Control – Using TestDirector Implemented for PMAP, Version 1.2, August 2001;
- PMAP Release Notes, June and July 2000;
- Issue Management and Change Control Process Plan, Version 2.2, June 2000;
- Service Quality Measurement Validation Plan, July 2000;
- Roles and Responsibilities Regarding Filing Changes to SQM Reports to Regulatory Agencies, Issued January 17, 2001;
- PMAP Procedures CLEC Interface Group Information Package, Version 1.1, January 24, 2002;
- Quality Assurance Plan, Version 1.0, January 30, 2001;
- Raw Data User Manual, June, August, October 2001 and January, February 2002;
- Change Control Board Meeting Minutes, November 2001; and
- SQM Document Change Control Guide, Version 1.1.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3) included interviews with BellSouth personnel and reviews of BellSouth metric change information including policies, procedures, and technical documentation.

KPMG Consulting approached the evaluation of BellSouth's change management process in three stages. In the first stage, KPMG Consulting developed a series of questions for BellSouth personnel involved with the process, conducted interviews, and observed meetings related to this process. In the second stage, KPMG Consulting requested and reviewed BellSouth change management documentation. In the final stage, KPMG Consulting determined if BellSouth was following the documented processes by evaluating adherence of a sample of changes encountered by KPMG Consulting testers.

The Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3).

The data collected were analyzed employing the evaluation criteria contained in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 3-1. For additional exception and observation information, refer to Appendices D and E, respectively. The evaluation criteria and results are presented in Table 3-2.

Table 3-1: PMR3 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	2	6
Total Disposed as of Final Report Date	2	6
Total Remaining Open as of Final Report Date	0	0

Table 3-2: PMR3 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PMR3-1	A defined and documented process for developing metrics change proposals exists.	Testing in Progress	BellSouth defines and documents the process for developing metrics change proposals in two documents. These are "Change Control – Using TestDirector Implemented for PMAP (Version 1.2, August 3, 2001)" and the "Quality Assurance Plan (Version 1.0, January 30, 2001)." KPMG Consulting reviewed these BellSouth documents and confirmed that the end-to-end process and the roles and responsibilities are defined for the PMAP 2.6

Test Reference	Evaluation Criteria	Result	Comments
			environment. During an interview, KPMG Consulting found that BellSouth did not always follow the required steps identified in the documented process and issued Exception 78. As a result of the exception, BellSouth revised the "Change Control – Using TestDirector Implemented for PMAP" document. KPMG Consulting retested for adherence and the exception was closed. Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR3-2	A defined and documented process for evaluating metrics change proposals exists.	Testing in Progress	BellSouth defines the process for evaluating metrics change proposals in the "Change Control – Using TestDirector Implementation for PMAP" and the Quality Assurance Plan. KPMG Consulting reviewed BellSouth's documentation that provides details of the systematic procedures that are followed for evaluating metrics change proposals. KPMG Consulting found that BellSouth did not follow the systematic procedures for evaluating metrics change and issued Exception 78. BellSouth revised the "Change Control – Using TestDirector Implemented for PMAP" change control process documentation. KPMG Consulting retested for adherence in the PMAP 2.6 environment and closed the exception. Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR3-3	A process for implementing metrics change proposals exists.	Testing in Progress	BellSouth's documented process for implementing metrics change proposals exists in the "Change Control – Using TestDirector Implemented for PMAP." KPMG Consulting confirmed that metric changes planned for the current month are reviewed and an estimated time to complete implementation is requested for the PMAP 2.6 environment. KPMG Consulting validated that automated changes and manual metrics with raw data collection for PMAP use the change control process as documented in the Change Control – Using TestDirector Implemented for PMAP. This was accomplished by reviewing individual change entries in TestDirector and its reports.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting verified that BellSouth SMEs validate that changes were implemented as planned and defined in the SME Validation Plan. Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR3-4	A defined process for establishing implementation intervals for metric changes exists.	Testing in Progress	KPMG Consulting reviewed BellSouth's Change Control – Using TestDirector Implemented for PMAP and Performance Measurements and Quality Assurance Plan and found that it defined the process for establishing implementation intervals for metric changes in the PMAP 2.6 environment. BellSouth's PMAP CCB targets each metric change for a particular monthly release date or implementation interval. An internally defined prioritization process in conjunction with resource availability and change complexity is used to determine the targeted release date Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR3-5	Documentation is updated according to published guidelines.	Testing in Progress	KPMG Consulting verified that changes to the RDUM follow the documented change control process and are tracked and updated in TestDirector by reviewing TestDirector reports, CCB meeting notes and the Change Control – Using TestDirector Implemented for PMAP document for the PMAP 2.6 environment. Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR3-6	A metrics change and error notification process exists.	Testing in Progress	KPMG Consulting reviewed BellSouth's CLEC Notification Procedures Manual, an internal document, and found that a metrics change and error notification process exists. The notification procedures address notice given to ALECs and regulatory agencies after changes have taken place. Adherence to the notification process was verified by reviewing changes listed on the Version Change Log. Confirmation that the notifications and the correct version of documents were posted on the PMAP website was verified. Errors and report restatement notifications were also confirmed during this review. Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP

Test Reference	Evaluation Criteria	Result	Comments
			4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR3-7	A documented process for tracking metrics changes exists.	Testing in Progress	A documented process for internally tracking metrics changes exists in the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's TestDirector reports reflecting the status of requested changes. Eight changes with the highest priority were observed as implemented but remained open on the reports for over seven months after implementation. There is no process that allows an ALEC to track proposed metric changes until they are implemented. KPMG Consulting identified this as an inconsistency between the process and documentation and issued Exception 119. KPMG Consulting reviewed BellSouth's February 2002 Change Control Board Meeting minutes and the supporting documentation associated with outstanding defects. KPMG Consulting found that BellSouth appropriately adhered to the documented TeamConnection/TestDirector process. Exception 119 was closed. Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were seven evaluation criteria considered for the Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3). All seven evaluation criteria in PMAP 2.6 received a satisfied result; however due to the recent introduction of PMAP 4.0, no evaluation criteria have received a satisfied result. All seven criteria must be reviewed against PMAP 4.0 and remain under test at the time of this draft publication.

As testing is still in progress, KPMG Consulting is unable to render a summary of findings at this time. As the test progresses, Section 4.0 and Section 6.0, of this report, will be updated. These sections will be finalized at test closure.

D. Test Results: Metrics Data Integrity Verification and Validation Review (PMR4)

1.0 Description

The Metrics Data Integrity Verification and Validation Review (PMR4) evaluated the overall policies and practices for processing data used by BellSouth in the production of the reported performance metrics and standards. The objective of the test was to determine the accuracy and the completeness of the Service Quality Measurement (SQM) raw data[5] produced by BellSouth. The evaluation also assessed the adequacy and completeness of the related data transfer processes and the internal controls on these processes.

The Metrics Data Integrity Verification and Validation Review (PMR4) relied on BellSouth wholesale and retail performance measure data. KPMG Consulting based its evaluations on BellSouth business rules and the raw data used to calculated BellSouth wholesale and retail performance measures. The raw data was either provided by BellSouth or extracted from BellSouth PMAP 2.6 environment. Raw data from the PMAP 4.0 environment (a major metrics system upgrade) became publicly available in June 2002. KPMG Consulting is conducting additional testing to ensure PMAP 4.0 meets the evaluation criteria for the Metrics Data Integrity Verification and Validation Review (PMR4). Test results will be updated when PMAP 4.0 testing has been completed.

2.0 Business Process

This section describes BellSouth's business process associated with data collection and transfer of raw data used to calculate the SQMs.

2.1 Business Process Description

BellSouth receives orders from ALECs and BellSouth customers on a daily basis. There are three basic categories of orders: mechanized, partially mechanized, and manual.

Mechanized and partially mechanized orders flow through various legacy systems for processing and completion. Data processed in the legacy systems is transferred daily to the InterExchange Carrier Analysis and Information System (ICAIS) data warehouse (Barney). At month-end, a snapshot of the database is extracted from Barney and sent to a staging process. From staging, the data is transferred to the Normalized Operational Data Store (NODS). Other operational system data sets such as a company name look-up table are direct feeds into staging and NODS. NODS passes all data to the Dimensional Data Store (DDS), which summarizes and aggregates the data and posts the SQM reports to the PMAP website. SQMs calculated entirely within the PMAP process are called automated or mechanized measures.

Some SQMs (e.g. OSS Response Intervals - Billing metrics) do not flow through the PMAP system. BellSouth subject matter experts (SMEs) and business analysts coordinate the collection of the data for manual metrics, produce the reports, and provide them to PMAP Project Managers for posting on the PMAP website. Detailed methods and procedures are developed for use by the SMEs to produce the metrics and validate that the data is collected and stored properly during the process. SQMs calculated using this method are called non-mechanized or manual measures. Manual measures are calculated using data collected and processed by other methods (i.e. spreadsheets).

[5] BellSouth uses the term raw data to describe the performance measurement data at the stage where it enters into the SQM calculations.

3.0 Methodology

This section summarizes the methodology used during PMR4 testing activities.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test targets for Metrics Data Integrity Verification and Validation Review (PMR4) included transfer of data from point(s) of collection, conversion of data from raw to processed form, and the internal controls used in these processes. Included in the review was data from the following domains areas:

- Pre-Ordering;
- Ordering;
- Provisioning,
- Maintenance and Repair (M&R);
- Billing;
- Operator Services (OS)/Directory Assistance (DA);
- Database Update Information Process;
- E911;
- Trunk Group Performance;
- Collocation;
- Change Management, and;
- Bona Fide/New Business Request.

3.3 Data Sources

The key documents collected for the test included the following:

- BellSouth OSS Testing SQM Plan, Florida Interim Performance Metrics (Version 3.00, Issued June 1, 2001);
- Raw Data Users Manual (RDUM);
  - Raw_Data_Documentation_v2.1.03.doc
  - RDUM v2.1.06 - July25 2001.doc
  - RDUM v2.1.08 - Aug302001.doc
  - RDUM v2.1.09 - Sept272001.doc
  - RDUM v2.1.10 - Oct262001.doc
  - RDUM v2.1.11 - Nov292001.doc
  - RDUM V2.1.12 Dec 282001.doc

- RDUM V2.2.01- Jan 302002.doc
- RDUM V2.2.02b- Feb 262002.doc
- RDUM V2.2.03- Mar 292002.doc

- Business rules, data mapping and data transformation documents, and;
- Source and legacy system data sets.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

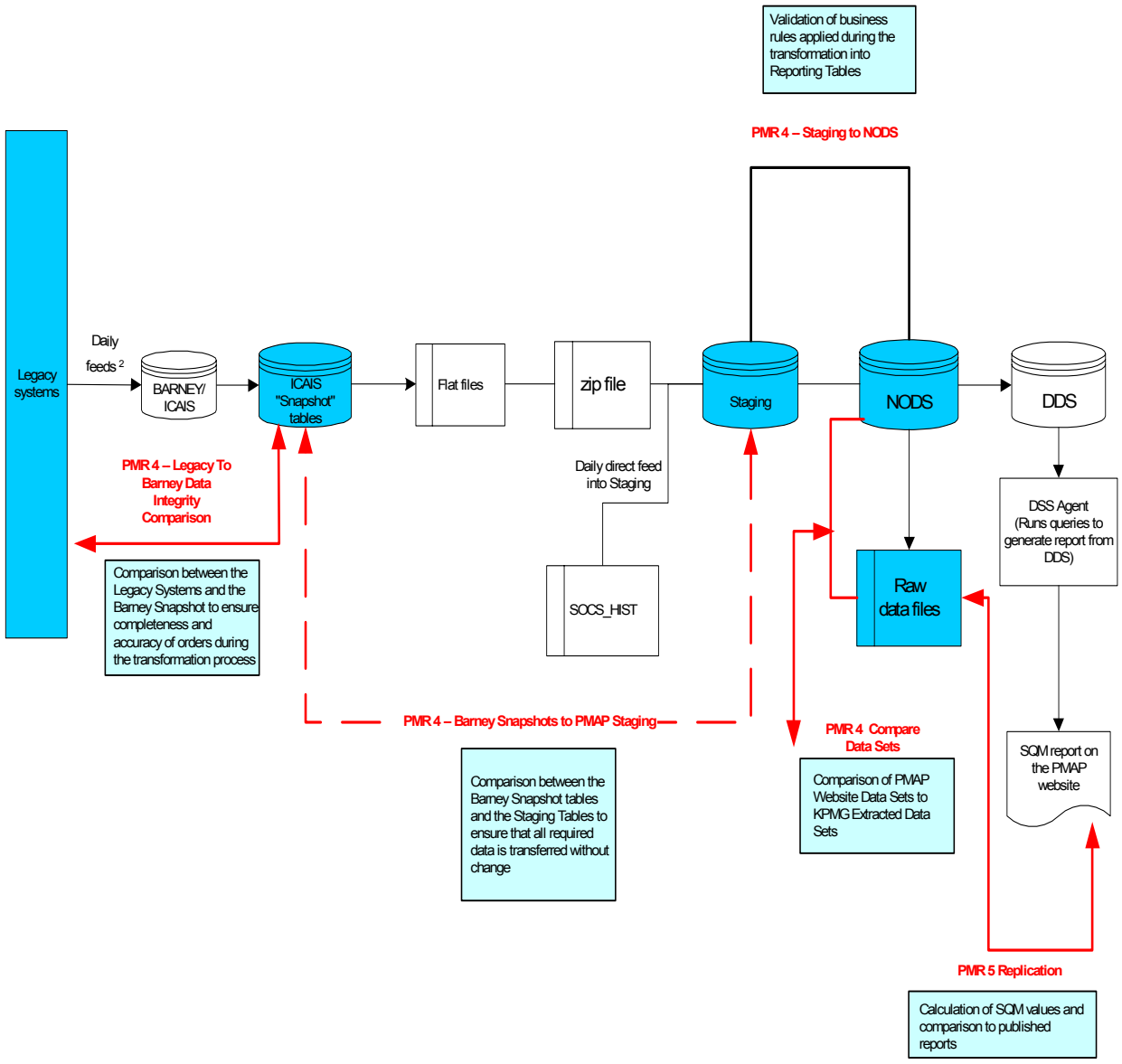
3.5 Evaluation and Analysis Methods

The Metrics Data Integrity Verification and Validation Review (PMR4) for the PMAP SQMs (i.e. SQMs calculated entirely within the PMAP process) was conducted in four steps. First, KPMG Consulting obtained raw data for orders from the BellSouth legacy systems (e.g. LEO, SOCS, etc.) and the Barney snapshot tables. KPMG Consulting compared all transactions received by the legacy systems to the data captured in Barney snapshot tables to ensure the accuracy and completeness of the orders during the transformation process. Second, KPMG Consulting compared the Barney snapshot tables to the PMAP staging tables to ensure that all required data were transferred without changes. Third, KPMG Consulting applied the defined business rules used during the transformation process between the PMAP staging tables and NODS reporting tables to create a data set that met all criteria for inclusion in the reporting database. Data set results were then compared to the NODS reporting tables. The final step was to extract the specific measurement data from NODS and compare that data set to the monthly PMAP published data set to ensure that all transactions were included in the reporting process.

By means of this four-step process, KPMG Consulting was able to assess the accuracy and completeness of reported performance measure disaggregation levels. KPMG Consulting was also able to determine whether there was agreement between KPMG Consulting-generated and BellSouth–generated SQM data sets.

Figure 4-1 depicts the points of comparison for the legacy to PMAP process:

Figure 4-1 Data Integrity Process for "PMAP" Service Quality Measurements



The data for non-mechanized SQMs, which are all calculated manually, are obtained in various formats including EXCEL, MS-WORD, TEXT files, etc. For the non-mechanized SQMs, KPMG Consulting obtained all relevant data and applied the defined business rules used during the transformation process between the source data and the data sets used to calculate SQMs.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 4-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 4-2 below.

Table 4-1: PMR4 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	10	3
Total Disposed as of Final Report Date	2	3
Total Open as of Final Report Date	8	0

Table 4-2: (PMR4) Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
Pre-Ordering – Average Response Time and Response Interval			
PMR4-1-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets for 3 of the 4[6] source systems. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data for the 3 systems tested. Response time and interval data for one of the 4 systems could not be tested as system changes to fix data transfer problems were scheduled for March 2002. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been

[6] Source Systems transform data from Legacy systems into Barney/ICAIS

Test Reference	Evaluation Criteria	Result	Comments
			completed.
PMR4-1-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets for 3 of the 4 source systems. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed data to processed data for the 3 systems tested. Response time and interval data for one of the 4 systems could not be tested as system changes to fix data transfer problems were scheduled for March 2002. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Pre-Ordering – Interface Availability (Pre-ordering/Ordering)			
PMR4-2-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-2-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been

Test Reference	Evaluation Criteria	Result	Comments
			completed.
Pre-Ordering – Interface Availability (M&R)			
PMR4-3-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-3-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Pre-Ordering – Response Interval (M&R)			
PMR4-4-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-4-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth

Test Reference	Evaluation Criteria	Result	Comments
	data.		accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Pre-Ordering – Loop Makeup-Response Time – Manual			
PMR4-5-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-5-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Pre-Ordering Loop Makeup-Response Time – Electronic			
PMR4-6-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue

Test Reference	Evaluation Criteria	Result	Comments
			testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-6-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering – Acknowledgment Message Timeliness			
PMR4-7-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-7-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted the PMAP 4.0 environment.
Ordering – Acknowledgment Message Completeness			
PMR4-8-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and

Test Reference	Evaluation Criteria	Result	Comments
			complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-8-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Ordering – Percent Flow Through Service Requests (Summary)			
PMR4-9-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting could not replicate BellSouth's values for Flow Through data for June 2001 and as a result issued Exception 124. KPMG Consulting discovered that BellSouth was not including xDSL orders for Ordering Flow Through reporting data and as a result issued Exception 113. Exceptions 113 and 124 remain open. Testing will continue and be completed in the PMAP 4.0 environment.
PMR4-9-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets KPMG Consulting could not replicate BellSouth's values for Flow Through data for June 2001 and as a result issued Exception 124.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting discovered that BellSouth was not including XDSL orders for Ordering Flow Through reporting data and as a result issued Exception 113. Exceptions 113 and 124 remain open. Testing will continue and be completed in the PMAP 4.0 environment.
Ordering – Percent Flow Through Service Requests (Detail)			
PMR4-10-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting could not replicate BellSouth's values for Flow Through data for June 2001 and as a result issued Exception 124. KPMG Consulting discovered that BellSouth was not including XDSL orders for Ordering Flow Through reporting data and as a result issued Exception 113. Exceptions 113 and 124 remain open. Testing will continue and be completed in the PMAP 4.0 environment.
PMR4-10-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting could not replicate BellSouth's values for Flow Through data for June 2001 and as a result issued Exception 124. KPMG Consulting discovered that BellSouth was not including XDSL orders for Ordering Flow Through reporting data and as a result issued Exception 113. Exceptions 113 and 124 remain open. Testing will continue and be completed in the PMAP 4.0 environment.

Test Reference	Evaluation Criteria	Result	Comments
Ordering – Percent Rejected Service Requests (Non-Trunks)			
PMR4-11-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly excludes data between the Barney Snapshots and NODS phases of the PMAP 4.0 process and as a result issued Exceptions 120 and 143. Exceptions 120 and 143 remain open. Testing will continue and be completed in the PMAP 4.0 environment.
PMR4-11-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly excludes data between the Barney Snapshots and NODS phases of the PMAP 4.0 process and as a result issued Exceptions 120 and 143. Exceptions 120 and 143 remain open. Testing will continue and be completed in the PMAP 4.0 environment.
Ordering - Percent Rejected Service Requests (Trunks)			
PMR4-12-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-12-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for

Test Reference	Evaluation Criteria	Result	Comments
			data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Ordering - Reject Interval (Non-Trunks)			
PMR4-13-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly excludes data between the Barney Snapshots and NODS phases of the PMAP 4.0 process and as a result issued Exception 144. Exception 144 remains open. Testing will continue and be completed in the PMAP 4.0 environment.
PMR4-13-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. As part of PMAP 2.6 testing KPMG Consulting compared metrics source data to reporting data sets and found that BellSouth constructed data in the NODS stage of the PMAP process and as a result issued Observation 6 and later escalated to Exception 36. Exception 36 remains open. Testing will continue and be completed in the PMAP 4.0 environment.
Ordering - Reject Interval (Trunks)			
PMR4-14-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-14-2	BellSouth accurately transferred data from unprocessed to processed	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.

Test Reference	Evaluation Criteria	Result	Comments
	data.		unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Ordering - Firm Order Confirmation (FOC) Timeliness (Non-Trunks)			
PMR4-15-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. As part of PMAP 2.6 testing KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly excludes data between the Barney Snapshots and NODS phases of the PMAP 4.0 process and as a result issued Exceptions 114 and 145. Exceptions 114 and 145 remain open. Testing will continue and be completed in the PMAP 4.0 environment.
PMR4-15-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. As part of PMAP 2.6 testing KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly included multiple instances of the same order in NODS and as a result issued Exception 150. BellSouth stated the September 2001 RDUM did not contain instructions required to eliminate duplicate instances and that the instructions had been corrected with the 2.2.1 version of the RDUM. KPMG Consulting reviewed RDUM version 2.2.1 and confirmed that the instructions had been corrected. KPMG Consulting retested January 2001 data and found that the problem had been resolved. Exception 150 was closed. Testing will continue and be completed in the PMAP 4.0 environment.
Ordering - FOC Timeliness (Trunks)			

Test Reference	Evaluation Criteria	Result	Comments
PMR4-16-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-16-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Ordering – Service Inquiry with Local Service Request (LSR) FOC Response Time			
PMR4-17-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-17-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be

Test Reference	Evaluation Criteria	Result	Comments
			updated when PMAP 4.0 testing has been completed.
Ordering – FOC and Reject Response Completeness (Trunks)			
PMR4-18-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-18-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Ordering - FOC and Reject Response Completeness (Non-Trunks)			
PMR4-19-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-19-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in

Test Reference	Evaluation Criteria	Result	Comments
			the PMAP 4.0 environment.
Ordering - Speed of Answer in Ordering Center			
PMR4-20-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-20-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering – Local Number Portability (LNP) – Percent Rejected Services Requests			
PMR4-21-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-21-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for

Test Reference	Evaluation Criteria	Result	Comments
			data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Ordering – LNP – Reject Interval Distribution & Average Reject Interval			
PMR4-22-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-22-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Ordering – LNP – FOC Timeliness Interval Distribution & FOC Average Interval			
PMR4-23-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-23-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was

Test Reference	Evaluation Criteria	Result	Comments
			unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Provisioning - Mean Held Order Interval and Distribution Intervals			
PMR4-24-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-24-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Provisioning - Mean Held Order Interval and Distribution Intervals (Trunks)			
PMR4-25-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-25-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.

Test Reference	Evaluation Criteria	Result	Comments
			Testing for this criterion will be conducted in the PMAP 4.0 environment.
Provisioning - Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices			
PMR4-26-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-26-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Provisioning - Percent Missed Installation Appointments			
PMR4-27-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-27-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in

Test Reference	Evaluation Criteria	Result	Comments
			the PMAP 4.0 environment.
Provisioning - Percent Missed Installation Appointments (Trunks)			
PMR4-28-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-28-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Provisioning - Average Completion Interval / Order Completion Interval Distribution			
PMR4-29-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-29-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.

Test Reference	Evaluation Criteria	Result	Comments
Provisioning - Average Completion Notice Interval			
PMR4-30-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly included multiple instances of the same Service Order Numbers in NODS for June 2001 data and as a result issued Exception 125. In response to Exception 125, BellSouth stated that the issue has been resolved starting with August 2001 data. KPMG Consulting conducted a retest based on November 2001 data and issued Amended Exception 125 when the same issues were discovered. In response to Amended Exception 125, BellSouth stated that the problem had been resolved for December 2001 data. KPMG Consulting retested using December 2001 data and agreed that the issue had been resolved. The exception was closed. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing will continue and be completed in the PMAP 4.0 environment.
PMR4-30-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly included multiple instances of the same Service Order Numbers in NODS for June 2001 data and as a result issued Exception 125. In response to Exception 125, BellSouth stated that the issue has been resolved starting with August 2001 data. KPMG Consulting conducted a retest based on

Test Reference	Evaluation Criteria	Result	Comments
			November 2001 data and issued Amended Exception 125 when the same issues were discovered to still exist. In response to Amended Exception 125, BellSouth stated that the problem had been resolved for December 2001 data. KPMG Consulting retested using December 2001 data and agreed that the issue had been resolved. The exception was closed. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing will continue and be completed in the PMAP 4.0 environment.
Provisioning – Percentage Completions/Attempts Without Notice or <24 Hours Notice			
PMR4-31-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criteria will be conducted in the PMAP 4.0 environment.
PMR4-31-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criteria will be conducted in the PMAP 4.0
Provisioning - Coordinated Customer Conversions (CCC)			
PMR4-32-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting

Test Reference	Evaluation Criteria	Result	Comments
			with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-32-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning – CCC – Hot Cuts Timeliness Percentage Within Interval and Average Interval			
PMR4-33-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-33-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.

Test Reference	Evaluation Criteria	Result	Comments
Provisioning – CCC Average Recovery Time			
PMR4-34-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-34-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning – Hot Cuts Troubles Within 7 Days of Service Order Completion			
PMR4-35-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-35-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to

Test Reference	Evaluation Criteria	Result	Comments
			processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning – Cooperative Acceptance Testing – Percent of xDSL Loops Tested			
PMR4-36-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-36-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Provisioning - Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks)			
PMR4-37-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate transformation documentation for the staging to NODS was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
PMR4-37-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP

Test Reference	Evaluation Criteria	Result	Comments
			2.6 environment because accurate transformation documentation for the staging to NODS was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
Provisioning - Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks)			
PMR4-38-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
PMR4-38-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
Provisioning - Total Service Order Cycle Time			
PMR4-39-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for the staging to NODS was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
PMR4-39-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was

Test Reference	Evaluation Criteria	Result	Comments
			unavailable. Testing for this criterion will be conducted in the PMAP 4.0
Provisioning – Service Order Accuracy			
PMR4-40-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing this criteria to ensure PMAP 4.0 meets this evaluation criteria. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-40-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing this criteria to ensure PMAP 4.0 meets this evaluation criteria. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning – LNP – Percent Missed Installation Appointments			
PMR4-41-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
PMR4-41-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.

Test Reference	Evaluation Criteria	Result	Comments
	data.		This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
Provisioning – LNP – Average Disconnect Timeliness			
PMR4-42-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
PMR-4-42-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
Provisioning – LNP -- Total Service Order Cycle Time			
PMR4-43-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
PMR4-43-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP

Test Reference	Evaluation Criteria	Result	Comments
			2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
Maintenance and Repair – Missed Repair Appointments			
PMR4-44-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
PMR4-44-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
Maintenance and Repair – Customer Trouble Report Rate			
PMR4-45-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
PMR4-45-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and

Test Reference	Evaluation Criteria	Result	Comments
			complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
Maintenance and Repair – Maintenance Average Duration			
PMR4-46-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
PMR4-46-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate transformation documentation for the staging to NODS was unavailable. Testing for this will be conducted in the PMAP 4.0
Maintenance and Repair – Percent Repeat Troubles Within 30 Days			
PMR4-47-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate transformation documentation for the staging to NODS was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
PMR4-47-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.

Test Reference	Evaluation Criteria	Result	Comments
			Testing for this criterion will be conducted in the PMAP 4.0
Maintenance and Repair - Out of Service > 24 hours			
PMR4-48-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
PMR4-48-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
Maintenance and Repair – Average Answer Time – Repair Centers			
PMR4-49-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0
PMR4-49-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in

Test Reference	Evaluation Criteria	Result	Comments
			the PMAP 4.0
Maintenance and Repair – Meantime to Notify ALEC of Network Outages			
PMR4-50-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-50-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Invoice Accuracy			
PMR4-51-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-51-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth

Test Reference	Evaluation Criteria	Result	Comments
	data.		accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Mean Time to Deliver Invoices			
PMR4-52-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-52-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Usage Data Delivery Accuracy			
PMR4-53-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue

Test Reference	Evaluation Criteria	Result	Comments
			testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-53-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing criterion to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Usage Data Delivery Completeness			
PMR4-54-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-54-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Usage Data Delivery Timeliness			

Test Reference	Evaluation Criteria	Result	Comments
PMR4-55-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-55-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Mean Time to Deliver Usage			
PMR4-56-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-56-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting

Test Reference	Evaluation Criteria	Result	Comments
			with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Recurring Charge Completeness			
PMR4-57-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-57-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Non-Recurring Charge Completeness			
PMR4-58-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been

Test Reference	Evaluation Criteria	Result	Comments
			completed.
PMR4-58-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll)			
PMR4-59-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR-4-59-2	BellSouth does not inappropriately add data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds–(Toll)			
PMR4-60-1	BellSouth excludes appropriate data during the transfer of unprocessed data to	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth

Test Reference	Evaluation Criteria	Result	Comments
	processed data.		excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-60-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Directory Assistance)			
PMR4-61-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-61-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be

Test Reference	Evaluation Criteria	Result	Comments
			updated when PMAP 4.0 testing has been completed.
Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds (Directory Assistance)			
PMR4-62-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-62-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation. The test results will be updated when PMAP 4.0 testing has been completed.
Database Update Information Process – Average Database Update Interval			
PMR4-63-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-63-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth

Test Reference	Evaluation Criteria	Result	Comments
	data.		accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation. The test results will be updated when PMAP 4.0 testing has been completed.
Database Update Information Process – Percent Database Update Accuracy			
PMR4-64-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-64-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation. The test results will be updated when PMAP 4.0 testing has been completed.
Database Update Information Process – Percent NXXs and LRNs Loaded by LERG Effective Date			
PMR4-65-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been

Test Reference	Evaluation Criteria	Result	Comments
			completed.
PMR4-65-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
E911 – Timeliness			
PMR4-66-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-66-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
E911 – Accuracy			
PMR4-67-1	BellSouth excludes appropriate data during the transfer of unprocessed data to	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth

Test Reference	Evaluation Criteria	Result	Comments
	processed data.		excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-67-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
E911 – Mean Interval			
PMR4-68-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-68-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be

Test Reference	Evaluation Criteria	Result	Comments
			updated when PMAP 4.0 testing has been completed.
Trunk Group Performance – Trunk Group Performance – Aggregate			
PMR4-69-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-69-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Trunk Group Performance – ALEC Specific			
PMR4-70-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-70-2	BellSouth accurately transferred data from unprocessed to processed	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG

Test Reference	Evaluation Criteria	Result	Comments
	data.		Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Collocation – Average Response Time			
PMR4-71-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-71-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Collocation – Average Arrangement Time			
PMR4-72-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM

Test Reference	Evaluation Criteria	Result	Comments
			reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-72-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Collocation – Percent of Due Dates Missed			
PMR4-73-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-73-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation. The test results will be updated when PMAP 4.0 testing has been completed.
Change Management – Timeliness of Change Management Notices			

Test Reference	Evaluation Criteria	Result	Comments
PMR4-74-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-74-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Change Management – Change Management Notice Average Delay Days			
PMR4-75-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-75-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting

Test Reference	Evaluation Criteria	Result	Comments
			with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Change Management – Timeliness of Documents Associated With Change			
PMR4-76-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-76-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Change Management – Average Delay Days for Documentation			
PMR4-77-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been

Test Reference	Evaluation Criteria	Result	Comments
			completed.
PMR4-77-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Change Management – Notification of ALEC Interface Outages			
PMR4-78-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-78-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Bona Fide/New Business Request- -Percentage of BFR/NBR Requests Processed Within 30 Business Days			
PMR4-79-1	BellSouth excludes appropriate data during the transfer of	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG

Test Reference	Evaluation Criteria	Result	Comments
	unprocessed data to processed data.		Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-79-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Bona Fide/New Business Request – Percentage of Quotes Provided for Authorized BFR/NBR Requested Process Within XS (10, 30, 60) Business Days			
PMR4-80-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-80-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue

Test Reference	Evaluation Criteria	Result	Comments
			testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 160 evaluation criteria considered for the Metrics Data Integrity Verification and Validation Review (PMR4) test. Due to the recent introduction of PMAP 4.0, and the outstanding issues discovered in PMAP 2.6, no evaluation criteria have received a satisfied result. All 160 criteria must be reviewed against PMAP 4.0 and remain under test at the time of this draft publication.

As testing is still in progress, KPMG Consulting is unable to render a summary of findings at this time. As the test progresses, Section 4.0 and Section 6.0, of this report, will be updated. These sections will be finalized at test closure.

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E. Test Results: Metrics Calculations Verification and Validation Review (PMR5)

1.0 Description

The Metrics Calculations Verification and Validation Review (PMR5) evaluated the processes used to calculate and report performance measures and retail analogs. The Florida Public Service Commission Order, Docket Nos. 981834-TP and 960786-TL, PSC-01-1428-PAA-TL, and Florida Interim Performance Metrics, Version 3.00, issued June 1, 2001, identified the specific performance measures included in the review. The metrics values reported by BellSouth were validated by recalculating Alternate Local Exchange Carriers (ALEC) aggregate metrics and BellSouth retail analogs from raw data and reconciled discrepancies. The test used both data collected by KPMG Consulting and BellSouth from the execution of transactions. The test also analyzed the documentation published by BellSouth regarding metrics and the consistency between the definitions documentation and the procedures used for calculating metrics.

The objectives of the test were to determine the accuracy of metrics calculations and to test for consistency between the BellSouth Service Quality Measurements (SQM) ordered by the Florida Public Service Commission (FPSC) and the procedures used by BellSouth for calculating metrics. The test also examined BellSouth's monthly SQM reports to determine whether BellSouth reported all the metrics and standards it was required to report according to the SQM Guidelines.

KPMG Consulting based its evaluations on BellSouth computational instructions and on raw data provided by BellSouth or raw data extracted from BellSouth systems within the PMAP 2.6 environment and the PMAP 4.0 environment once the integration to the new application was completed and in production. Raw data from the PMAP 4.0 environment (a major metrics system upgrade) became publicly available in June 2002. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets the evaluation criteria for the Metrics Calculations Verification and Validation Review (PMR5). PMR5 test results will be updated when PMAP 4.0 testing has been completed.

2.0 Business Process

This section describes BellSouth's business processes involved in the Metrics Calculations Verification and Validation Review (PMR5).

2.1 Business Process Description

BellSouth produces monthly performance measurement reports called SQMs. The SQM plan for Florida contains definitions of the SQMs along with business rules, exclusions, calculation descriptions, and levels of disaggregation. SQMs were established for service domains and are calculated for both ALECs and BellSouth retail when applicable. Most SQMs are calculated for individual ALECs; however, some SQMs are calculated at an aggregate level and others report aggregate ALEC results for comparison against BellSouth retail results.

Each month, BellSouth extracts and assembles data from various databases in its Operations Support Systems (OSS) to calculate SQM values. BellSouth developed a tool called Performance Measurement Analysis Platform (PMAP) to calculate many of the SQM values. For the remaining SQMs, BellSouth employs a variety of smaller, special-purpose tools, e.g. spreadsheets. The SQM values are reported each month on BellSouth's PMAP website (https:\\pmap.bellsouth.com), and also includes any values not calculated using PMAP. BellSouth allows ALECs to download their SQM values and the corresponding raw data that were validated using the PMAP tool. The PMAP Raw Data Users Manual (RDUM) provides detailed calculation

instructions for the SQMs. Aggregate ALEC and BellSouth SQM values are presented on the website.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target included the replication of metric values, including evaluation of the accuracy of metrics calculations and reports, and the documentation of related processes. Included in the test target were the following processes:

- Operations Support Systems Process;
- Ordering Process;
- Provisioning Process;
- Maintenance and Repair Process;
- Billing Process;
- Operator Services (OS)/Directory Assistance (DA) Process;
- Database Update Information Process;
- E911 Process;
- Trunk Group Performance Process;
- Collocation Process;
- Change Management Process; and
- Bona Fide/New Business Request Process.

3.3 Data Sources

The sources of data for this test included the following primary documents:

- FPSC Order PSC-01-1428-PAA-TL;
- Raw Data User Manual (Various Versions);
- PMAP Monthly Reports (Various Months);
- Service Quality Measurement (Interim Version 3.00, Issued June 1, 2001); and
- Miscellaneous Computation Instructions – BellSouth and ALEC Proprietary.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The Metrics Calculation Verification and Validation Review (PMR5) was conducted in two steps. First, KPMG Consulting calculated SQMs using the raw data provided by BellSouth. Second, KPMG Consulting compared the values it calculated, by level of disaggregation, to the SQM values reported by BellSouth on the PMAP website. By this two-step process, KPMG Consulting was able to assess the accuracy and completeness of reported performance measure disaggregation levels and determine whether there was agreement between KPMG Consulting-calculated and BellSouth–reported SQM values.

KPMG Consulting downloaded each month's SQM reports for the KPMG Consulting pseudo ALEC, the ALEC Aggregate/BellSouth retail reports, and the raw data from BellSouth's PMAP website. KPMG Consulting also received, via email or CD, raw data files that were not available from the PMAP website.

For calculation purposes, KPMG Consulting developed its own computer codes based on the SQM guidelines, the RDUM instructions, and other descriptions of calculation procedures, specifically for the manual metrics provided by BellSouth. Upon completing its calculations of the SQMs for the test months, KPMG Consulting compared its calculated values to the BellSouth-reported values.

When discrepancies between data sources or metrics values were identified, or questions regarding processes and definitions, KPMG Consulting with the FPSC oversight participation, conducted additional discussions with BellSouth. KPMG Consulting issued observations and exceptions as warranted. KPMG Consulting retested after BellSouth addressed the issue to insure issue was resolved.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 5-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 5-2.

Table 5-1: PMR5 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	20	52
Total Disposed as of Final Report Date	17	45
Total Open as of Final Report Date	3	7

Table 5-2: (PMR5) Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
OSS - Average Response Time and Response Interval (Pre-Ordering/Ordering)			
PMR5-1-1	BellSouth's Average Response Time and Response Interval (Pre-Ordering/Ordering) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Average Response Time and Response Interval (Pre-Ordering/Ordering) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for November 2000, February 2001, and May 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-2	KPMG Consulting-calculated Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Average Response Time and Response Interval (Pre-Ordering/Ordering) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for November 2000, February 2001, and May 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-3	BellSouth's implemented and documented calculations for the Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-4	BellSouth's implemented and documented exclusions for the Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
OSS - Interface Availability (Pre-Ordering/Ordering)			
PMR5-1-5	BellSouth's Interface Availability (Pre-Ordering/Ordering) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Interface Availability (Pre-Ordering/Ordering) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for November 2000, February 2001, and May 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-6	KPMG Consulting-calculated Interface Availability (Pre-Ordering/Ordering) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Interface Availability (Pre-Ordering/Ordering) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for November 2000, February 2001, and May 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-7	BellSouth's implemented and documented calculations for the Interface Availability (Pre-Ordering/Ordering) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Interface Availability (Pre-Ordering/Ordering) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-8	BellSouth's implemented and documented exclusions for the Interface Availability (Pre-Ordering/Ordering) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Interface Availability (Pre-Ordering/Ordering) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
OSS - Interface Availability (Maintenance and Repair)			
PMR5-1-9	BellSouth's Interface Availability (Maintenance and Repair) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Interface Availability (Maintenance and Repair) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for November 2000, February 2001, and May 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG

Test Reference	Evaluation Criteria	Result	Comments
			Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-10	KPMG Consulting-calculated Interface Availability (Maintenance and Repair) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Interface Availability (Maintenance and Repair) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for November 2000, February 2001, and May 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-11	BellSouth's implemented and documented calculations for the Interface Availability (Maintenance and Repair) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Interface Availability (Maintenance and Repair) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-12	BellSouth's implemented and documented exclusions for the Interface Availability (Maintenance and Repair) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Interface Availability (Maintenance and Repair) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
OSS - Response Interval (Maintenance and Repair)			
PMR5-1-13	BellSouth's Response Interval (Maintenance and Repair) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Response Interval (Maintenance and Repair) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for November 2000, February 2001, and May 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-14	KPMG Consulting-calculated Response Interval (Maintenance and Repair) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Response Interval (Maintenance and Repair) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for November 2000, February 2001, and May 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-15	BellSouth's implemented and documented calculations for the Response Interval (Maintenance and Repair) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Response Interval (Maintenance and Repair) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-16	BellSouth's implemented and documented exclusions for the Response Interval (Maintenance and Repair) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Response Interval (Maintenance and Repair) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
OSS - Loop Makeup – Response Time – Manual			
PMR5-1-17	BellSouth's Loop Makeup – Response Time – Manual reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Loop Makeup – Response Time – Manual reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2001, August 2001, and November 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-18	KPMG Consulting-calculated Loop Makeup – Response Time – Manual SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Loop Makeup – Response Time - Manual values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2001, August 2001, and November 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation

Test Reference	Evaluation Criteria	Result	Comments
			criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-19	BellSouth's implemented and documented calculations for the Loop Makeup – Response Time – Manual SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Loop Makeup – Response Time – Manual SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-20	BellSouth's implemented and documented exclusions for the BellSouth's Loop Makeup – Response Time – Manual SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Loop Makeup – Response Time – Manual SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed the computation instructions provided by BellSouth for the BellSouth's Loop Makeup – Response Time – Manual SQM and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. KPMG Consulting found that BellSouth's documented and implemented exclusions were inconsistent. KPMG Consulting issued Exception 115. BellSouth submitted a red-line SQM, which outlined BellSouth's proposed changes to the exclusions section of the Florida Interim Performance Metrics, Version 3.00 text for this SQM. KPMG Consulting reviewed the red-line SQM and confirmed BellSouth's documented and implemented exclusions were consistent. KPMG Consulting confirmed the red-line SQM changes were posted to BellSouth's PMAP website and closed the exception. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation

Test Reference	Evaluation Criteria	Result	Comments
			criterion. The test results will be updated when PMAP 4.0 testing has been completed.
OSS - Loop Makeup Response Time – Electronic			
PMR5-1-21	BellSouth's Loop Makeup Response Time-Electronic reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Loop Makeup Response Time-Electronic reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2001, June 2001, and July 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-22	KPMG Consulting-calculated Loop Makeup Response Time - Electronic SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Loop Makeup Response Time - Electronic values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-23	BellSouth's implemented and documented calculations for the Loop Makeup Response Time-Electronic SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Loop Makeup Response Time-Electronic SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
PMR5-1-24	BellSouth's implemented and documented exclusions for the Loop Makeup Response Time-Electronic SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Loop Makeup Response Time-Electronic SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Acknowledgement Message Timeliness			
PMR5-2-1	BellSouth's Acknowledgement Message Timeliness reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Acknowledgement Message Timeliness reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for February 2002 and March 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-2	KPMG Consulting-calculated Acknowledgement Message Timeliness SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Acknowledgement Message Timeliness values agree with KPMG Consulting calculated values in the PMAP 2.6 environment. KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 109. BellSouth implemented coding changes to fix the calculation of the interval buckets. KPMG Consulting retested using November 2001 data

Test Reference	Evaluation Criteria	Result	Comments
			and was unable to match all values. Amended Exception 109 was issued. BellSouth then implemented additional coding changes to exclude test ALEC data and negative intervals. KPMG Consulting retested using February 2002 data and was able to match all values and closed the exception. KPMG Consulting calculated values for February 2002 and March 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-3	BellSouth's implemented and documented calculations for the Acknowledgement Message Timeliness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Acknowledgement Message Timeliness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-4	BellSouth's implemented and documented exclusions for the Acknowledgement Message Timeliness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Acknowledgement Message Timeliness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
Ordering - Acknowledgement Message Completeness			
PMR5-2-5	BellSouth's Acknowledgement Message Completeness reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Acknowledgement Message Completeness reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2001 and September 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-6	KPMG Consulting-calculated Acknowledgement Message Completeness SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Acknowledgement Message Completeness values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2001 and September 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-7	BellSouth's implemented and documented calculations for the Acknowledgement Message Completeness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Acknowledgement Message Completeness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-8	BellSouth's implemented and documented exclusions for the Acknowledgement Message Completeness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Acknowledgement Message Completeness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Percent Flow Through Service Requests (Summary)			
PMR5-2-9	BellSouth's Percent Flow Through Service Requests (Summary) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Percent Flow Through Service Requests (Summary) reports are disaggregated correctly and were complete for the PMAP 2.6 environment. Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-10	KPMG Consulting-calculated Percent Flow Through Service Requests (Summary) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported Percent Flow Through Service Requests (Summary) values agree with KPMG Consulting-calculated values for the PMAP 2.6 environment. Given the nature of Flow Through data, no distinction can be made between the

Test Reference	Evaluation Criteria	Result	Comments
			completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-11	BellSouth's implemented and documented calculations for the Percent Flow Through Service Requests (Summary) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Percent Flow Through Service Requests (Summary) SQM are consistent for the PMAP 2.6 environment. Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-12	BellSouth's implemented and documented exclusions for the Percent Flow Through Service Requests (Summary) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Percent Flow Through Service Requests (Summary) SQM are consistent for the PMAP 2.6 environment. Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124.

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Percent Flow Through Service Requests (Detail)			
PMR5-2-13	BellSouth's Percent Flow Through Service Requests (Detail) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Percent Flow Through Service Requests (Detail) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-14	KPMG Consulting-calculated BellSouth's Percent Flow Through Service Requests (Detail) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported Percent Flow Through Service Requests values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.

Test Reference	Evaluation Criteria	Result	Comments
PMR5-2-15	BellSouth's implemented and documented calculations for the Percent Flow Through Service Requests (Detail) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Percent Flow Through Service Requests (Detail) SQM were consistent for the PMAP 2.6 environment. Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-16	BellSouth's implemented and documented exclusions for the Percent Flow Through Service Requests (Detail) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Percent Flow Through Service Requests (Detail) SQM were consistent for the PMAP 2.6 environment. Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Percent Rejected Service Requests (Non-Trunks)			
PMR5-2-17	BellSouth's Percent Rejected Service Requests (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Percent Rejected Service Requests (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. As a result of the issues associated with

Test Reference	Evaluation Criteria	Result	Comments
			Observation 195 (see PMR5-2-26), KPMG Consulting has not yet reviewed reports for aggregate and pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-18	KPMG Consulting-calculated Percent Rejected Service Requests (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's reported Percent Rejected Service Requests (Non-Trunks) values agreed with KPMG Consulting calculated values for the PMAP 2.6 environment. As a result of the issues associated with Observation 195 (see PMR5-2-26), KPMG Consulting has not yet calculated values for aggregate and pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-19	BellSouth's implemented and documented calculations for the Percent Rejected Service Requests (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Percent Rejected Service Requests (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. As a result of the issues associated with Observation 195 (see PMR5-2-26), KPMG Consulting has not yet reviewed BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-20	BellSouth's implemented and documented exclusions for the Percent Rejected Service Requests (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Percent Rejected Service Requests (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. As a result of the issues associated with Observation 195 (see PMR5-2-26), KPMG

Test Reference	Evaluation Criteria	Result	Comments
			Consulting has not yet reviewed BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Percent Rejected Service Requests (Trunks)			
PMR5-2-21	BellSouth's Percent Rejected Service Requests (Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Percent Rejected Service Requests (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2000, January 2001, and July 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-22	KPMG Consulting-calculated Percent Rejected Service Requests (Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Percent Rejected Service Requests (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, January 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-23	BellSouth's implemented and documented calculations for the Percent Rejected Service Requests (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent Rejected Service Requests (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics,

Test Reference	Evaluation Criteria	Result	Comments
			Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-24	BellSouth's implemented and documented exclusions for the Percent Rejected Service Requests (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percent Rejected Service Requests (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Reject Interval (Non-Trunks)			
PMR5-2-25	BellSouth's Reject Interval (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Reject Interval (Non-Trunks) reports were disaggregated correctly and complete in the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's reported levels of disaggregation and the FPSC-ordered benchmarks and identified inconsistencies. Exception 15 was issued. The FPSC directed BellSouth to add the appropriate levels of disaggregation. BellSouth outlined proposed changes in its response and subsequently outlined additional changes, effective for May 2001 data. BellSouth issued a 2nd amended response, which stated that the Florida Interim Performance Metrics, Version 3.00 SQM contained the appropriate time buckets, except for the Provisioning: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution SQM. BellSouth submitted a red-line SQM, which outlined the proposed changes to the time buckets. KPMG Consulting confirmed that the appropriate time buckets were present in the Version 3.00 SQM and that the red-line

Test Reference	Evaluation Criteria	Result	Comments
			SQM was posted to the PMAP website and closed the exception. As a result of Observation 195 (see PMR5-2-26 below), KPMG Consulting has not yet reviewed any reports for aggregate or for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-26	KPMG Consulting-calculated Reject Interval (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to validate whether BellSouth-reported Reject Interval (Non-Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting attempted to validate BellSouth reported values for the Reject Interval (Non-Trunks) SQM for September 2001 data. However, KPMG Consulting found that BellSouth's instructions were insufficient to complete the computation process. Observation 195 was issued. BellSouth stated that updates would be made to the Raw Data User Manual for April 2002 data. KPMG Consulting is waiting for April 2002 data. The observation remains open. KPMG Consulting has not yet calculated values for aggregate or for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-27	BellSouth's implemented and documented calculations for the Reject Interval (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Reject Interval (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. As a result of Observation 195 (see PMR5-2-26 above), KPMG Consulting has not yet reviewed BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the

Test Reference	Evaluation Criteria	Result	Comments
			publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-28	BellSouth's implemented and documented exclusions for the Reject Interval (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Reject Interval (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. As a result of Observation 195 (see PMR5-2-26 above), KPMG Consulting has not yet reviewed BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Reject Interval (Trunks)			
PMR5-2-29	BellSouth's Reject Interval (Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Reject Interval (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's reported levels of disaggregation and the FPSC-ordered benchmarks and identified inconsistencies. Exception 15 was issued. The FPSC directed BellSouth to add the appropriate levels of disaggregation. BellSouth outlined proposed changes in its response and subsequently outlined additional changes, effective for May 2001 data. BellSouth issued a 2nd amended response, which stated that the Florida Interim Performance Metrics, Version 3.00 SQM contained the appropriate time buckets, except for the Provisioning: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution SQM. BellSouth submitted a red-line SQM, which outlined the proposed changes to the time buckets. KPMG Consulting confirmed that the appropriate time buckets were present in the Version 3.00 SQM and that the red-line SQM was posted to the PMAP website and closed the exception.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2000, March 2001, and July 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-30	KPMG Consulting-calculated Reject Interval (Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Reject Interval (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, March 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-31	BellSouth's implemented and documented calculations for the Reject Interval (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Reject Interval (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-32	BellSouth's implemented and documented exclusions for the Reject Interval (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Reject Interval (Trunks) SQM were consistent in the PMAP 2.6 environment. KPMG Consulting reviewed the computation instructions for this SQM and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. KPMG Consulting found that BellSouth's

Test Reference	Evaluation Criteria	Result	Comments
			documented and implemented exclusions were inconsistent. KPMG Consulting issued Exception 56. BellSouth submitted a red-line SQM, which outlined BellSouth's proposed changes to the exclusions section of the Florida Interim Performance Metrics, Version 3.00 text for this SQM. KPMG Consulting found that the proposed changes were still inconsistent and issued Amended Exception 56. BellSouth provided a second red-line SQM. KPMG Consulting reviewed the red-line SQM and found that BellSouth's documented and implemented exclusions were consistent. KPMG Consulting confirmed the appropriate changes were posted to BellSouth's PMAP website and closed the exception. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Firm Order Confirmation Timeliness (Non-Trunks)			
PMR5-2-33	BellSouth's Firm Order Confirmation Timeliness (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to validate whether BellSouth's Firm Order Confirmation (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's reported levels of disaggregation and the FPSC-ordered benchmarks and identified inconsistencies. Exception 15 was issued. The FPSC directed BellSouth to add the appropriate levels of disaggregation. BellSouth outlined proposed changes in its response and subsequently outlined additional changes, effective for May 2001 data. BellSouth issued a 2nd amended response, which stated that the Florida Interim Performance Metrics, Version 3.00 SQM contained the appropriate time buckets, except for the Provisioning: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution SQM. BellSouth submitted a red-line SQM, which outlined the proposed changes to the time buckets. KPMG Consulting confirmed that the appropriate time buckets were present

Test Reference	Evaluation Criteria	Result	Comments
			in the Version 3.00 SQM and that the red-line SQM was posted to the PMAP website and closed the exception. As a result of Observation 204 (see PMR5-2-34 below), KPMG Consulting has not yet reviewed any reports for aggregate or for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-34	KPMG Consulting-calculated Firm Order Confirmation Timeliness (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Firm Order Confirmation Timeliness (Non-Trunks) values agreed with KPMG Consulting calculated values for the PMAP 2.6 environment. KPMG Consulting attempted to validate BellSouth reported values for the Firm Order Confirmation Timeliness (Non-Trunks) SQM for January 2002 data. However, KPMG Consulting found that BellSouth's instructions were insufficient to complete the computation process. Observation 204 was issued. KPMG Consulting is waiting for BellSouth's response and the observation remains open. KPMG Consulting has not yet calculated values for aggregate or for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-35	BellSouth's implemented and documented calculations for the Firm Order Confirmation Timeliness (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Firm Order Confirmation Timeliness (Non-Trunks) SQM were consistent for the PMAP 2.6 environment As a result of Observation 204 (see PMR5-2-34 above), KPMG Consulting has not yet reviewed BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG

Test Reference	Evaluation Criteria	Result	Comments
			Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-36	BellSouth's implemented and documented exclusions for the Firm Order Confirmation Timeliness (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Firm Order Confirmation Timeliness (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. As a result of Observation 204 (see PMR5-2-34 above), KPMG Consulting has not yet reviewed BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Firm Order Confirmation Timeliness (Trunks)			
PMR5-2-37	BellSouth's Firm Order Confirmation Timeliness (Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Firm Order Confirmation Timeliness (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2000, December 2001, and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-38	KPMG Consulting-calculated Firm Order Confirmation Timeliness (Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Firm Order Confirmation Timeliness (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, December 2001, and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values

Test Reference	Evaluation Criteria	Result	Comments
			matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-39	BellSouth's implemented and documented calculations for the Firm Order Confirmation Timeliness (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Firm Order Confirmation Timeliness (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR-5-2-40	BellSouth's implemented and documented exclusions for the Firm Order Confirmation Timeliness (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Firm Order Confirmation Timeliness (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual			
PMR5-2-41	BellSouth's Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for

Test Reference	Evaluation Criteria	Result	Comments
			November 2001, December 2001, and January 2002 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-42	KPMG Consulting-calculated Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for November 2001, December 2001, and January 2002 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-43	BellSouth's implemented and documented calculations for the Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-44	BellSouth's implemented and documented exclusions for the Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual SQM are	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual SQM were consistent for the PMAP 2.6 environment.

Test Reference	Evaluation Criteria	Result	Comments
	consistent.		KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Firm Order Confirmation and Reject Response Completeness (Non-Trunks)			
PMR5-2-45	BellSouth's Firm Order Confirmation and Reject Response Completeness (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Firm Order Confirmation and Reject Response Completeness (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for November 2001 and December 2001 aggregate data. KPMG Consulting is reviewing reports for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-46	KPMG Consulting-calculated Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported Firm Order Confirmation and Reject Response Completeness (Non-Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for November 2001 and December 2001 aggregate data and compared them to BellSouth-reported values. All values matched. KPMG Consulting is calculating values for pseudo ALEC data.. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.

Test Reference	Evaluation Criteria	Result	Comments
PMR5-2-47	BellSouth's implemented and documented calculations for Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-48	BellSouth's implemented and documented exclusions for the Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine BellSouth's implemented and documented exclusions for the Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Firm Order Confirmation and Reject Response Completeness (Trunks)			
PMR5-2-49	BellSouth's Firm Order Confirmation and Reject Response Completeness (Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Firm Order Confirmation and Reject Response Completeness (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for July 2001, August 2001, and September 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-50	KPMG Consulting-calculated Firm Order Confirmation and Reject	Testing in Progress	KPMG Consulting validated that BellSouth-reported Firm Order Confirmation and Reject Response Completeness (Trunks) values agreed

Test Reference	Evaluation Criteria	Result	Comments
	Confirmation and Reject Response Completeness (Trunks) SQM values agree with BellSouth-reported SQM values.		Response Completeness (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for July 2001, August 2001, and September 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-51	BellSouth's implemented and documented calculations for the Firm Order Confirmation and Reject Response Completeness (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Firm Order Confirmation and Reject Response Completeness (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-52	BellSouth's implemented and documented exclusions for the Firm Order Confirmation and Reject Response Completeness (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Firm Order Confirmation and Reject Response Completeness (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - Speed of Answer in Ordering Center			
PMR5-2-53	BellSouth's Speed of Answer in Ordering	Testing in Progress	KPMG Consulting validated that BellSouth's Speed of Answer in Ordering Center reports

Test Reference	Evaluation Criteria	Result	Comments
	Answer in Ordering Center reports are disaggregated correctly and are complete.	Progress	Speed of Answer in Ordering Center reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for March 2001, May 2001, and July 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-54	KPMG Consulting-calculated Speed of Answer in Ordering Center SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Speed of Answer in Ordering Center values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for March 2001, May 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-55	BellSouth's implemented and documented calculations for the Speed of Answer in Ordering Center SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Speed of Answer in Ordering Center SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-56	BellSouth's implemented and documented exclusions for the Speed of Answer in Ordering Center SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Speed of Answer in Ordering Center SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's

Test Reference	Evaluation Criteria	Result	Comments
	consistent.		documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - LNP - Percent Rejected Service Requests			
PMR5-2-57	BellSouth's LNP-Percent Rejected Service Requests reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's LNP-Percent Rejected Service Requests reports were disaggregated correctly and were complete for the PMAP 2.6 environment. As a result of Exception 163 (see PMR5-2-58 below), KPMG Consulting reviewed the levels of disaggregation in BellSouth's report for January 2001 data only. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-58	KPMG Consulting-calculated LNP-Percent Rejected Service Requests SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported LNP-Percent Rejected Service Requests values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment. KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 21. BellSouth provided a complete data set for January 2001. KPMG Consulting retested using the complete data set and was able to match all values and closed the exception. KPMG Consulting calculated values for this SQM and found for Month II the KPMG Consulting-calculated values and the BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 163. BellSouth stated that the defect had been fixed

Test Reference	Evaluation Criteria	Result	Comments
			with March 2002 data. KPMG Consulting retested using March 2002 data and was unable to match all values. Amended Exception 163 was issued. BellSouth responded that the Raw Data User Manual instructions would be updated for April 2002 data. KPMG Consulting is currently waiting for April 2002 data. The exception remains open. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-59	BellSouth's implemented and documented calculations for the LNP-Percent Rejected Service Requests SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the LNP-Percent Rejected Service Requests SQM were consistent for the PMAP 2.6 environment. As a result of Exception 163 (see PMR5-2-58 above), KPMG Consulting is reviewing BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-60	BellSouth's implemented and documented exclusions for the LNP-Percent Rejected Service Requests SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the LNP - Percent Rejected Service requests SQM are consistent in the PMAP 2.6 environment. KPMG Consulting found that BellSouth's documented and implemented exclusions were inconsistent. As a result, KPMG Consulting issued Observation 200 and is reviewing BellSouth's amended response. The observation remains open. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation

Test Reference	Evaluation Criteria	Result	Comments
			criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - LNP-Reject Interval Distribution & Average Reject Interval			
PMR5-2-61	BellSouth's LNP-Reject Interval Distribution & Average Reject Interval reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's LNP-Reject Interval Distribution & Average Reject Interval reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's report for March 2002 data only (see PMR5-2-63). However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-62	KPMG Consulting-calculated LNP-Reject Interval Distribution & Average Reject Interval SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported LNP-Reject Interval Distribution & Average Reject Interval values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for March 2002 and compared them to BellSouth-reported values. All values matched. However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-63	BellSouth's implemented and documented calculations for the LNP-Reject Interval Distribution & Average	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the LNP-Reject Interval Distribution & Average Reject Interval SQM were consistent in the PMAP 2.6

Test Reference	Evaluation Criteria	Result	Comments
	Reject Interval SQM are consistent.		environment. KPMG Consulting found that BellSouth's implemented method for calculating time intervals was inconsistent with the levels of disaggregation required by the Florida Interim Performance Metrics, Version 3.00 text for this SQM. KPMG Consulting issued Exception 10. BellSouth implemented coding changes to increase the precision of the interval calculations. KPMG Consulting retested using December 2000 data and was unable to match all values. Amended Exception 10 was issued. KPMG Consulting retested using May 2001 data and was unable to match all values. Due to data coding errors, which prevented KPMG Consulting from conducting a retest, KPMG Consulting issued 2nd Amended Exception 10. BellSouth stated that the coding changes between BARNEY and NODS had not been properly implemented. KPMG Consulting retested using August 2001 data and was unable to match all values. 3rd Amended Exception 10 was issued. BellSouth stated that additional coding changes had been implemented to data load issues. KPMG Consulting retested March 2002 data and successfully matched and closed the exception. However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-64	BellSouth's implemented and documented exclusions for the LNP-Reject Interval Distribution & Average Reject Interval SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the LNP-Reject Interval Distribution & Average Reject Interval SQM were consistent in the PMAP 2.6 environment. KPMG Consulting reviewed the computation instructions for this SQM and compared the instructions to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting found that BellSouth's documented and implemented exclusions were inconsistent. KPMG Consulting issued Observation 200 and is reviewing BellSouth's amended response. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval			
PMR5-2-65	BellSouth's LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval report were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's reported levels of disaggregation and the FPSC-ordered benchmarks and identified inconsistencies. Exception 15 was issued. The FPSC directed BellSouth to add the appropriate levels of disaggregation. BellSouth outlined proposed changes in its response and subsequently outlined additional changes, effective for May 2001 data. BellSouth issued a 2nd amended response, which stated that the Florida Interim Performance Metrics, Version 3.00 SQM contained the appropriate time buckets, except for the Provisioning: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution SQM. BellSouth submitted a red-line SQM, which outlined the proposed changes to the time buckets. KPMG Consulting confirmed that the appropriate time buckets were present in the Version 3.00 SQM and that the red-line SQM was posted to the PMAP website closed the exception. KPMG Consulting reviewed the levels of disaggregation in BellSouth's report for May 2001, January 2002, and February 2002 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-66	KPMG Consulting-calculated LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment. KPMG Consulting calculated values for May 2001 (Month I) data and compared them to BellSouth-reported values. All values matched. KPMG Consulting calculated values for this SQM for Month II and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 132. BellSouth implemented coding changes. KPMG Consulting retested using January 2002 data and was able to match all values and closed the exception. KPMG Consulting calculated values for February 2002 (Month III) data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-67	BellSouth's implemented and documented calculations for the LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM were consistent in the PMAP 2.6 environment. KPMG Consulting found that BellSouth's implemented method for calculating time intervals was inconsistent with the levels of disaggregation required by the Florida Interim Performance Metrics, Version 3.00 text for this SQM. KPMG Consulting issued Exception 11. BellSouth implemented coding changes to increase the precision of the interval

Test Reference	Evaluation Criteria	Result	Comments
			calculations. KPMG Consulting retested using December 2000 data and was unable to match all values. Amended Exception 11 was issued. BellSouth implemented additional coding changes. KPMG Consulting retested using February 2001 data and was unable to match all values. 2nd Amended Exception 11 was issued. BellSouth implemented additional coding changes. While KPMG Consulting was able to match all values during the March 2001 retest, BellSouth stated as part of its response to Exception 15 that the time buckets for this SQM would be modified for May 2001 data. KPMG Consulting retested using May 2001 data and was able to match all values and closed the exception. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-68	BellSouth's implemented and documented exclusions for the LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Mean Held Order Interval and Distribution Intervals (Non-Trunks)			
PMR5-3-1	BellSouth's Mean Held Order Interval and Distribution Intervals (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Mean Held Order Interval and Distribution Intervals (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. As a result of Observation 206 (see PMR5-3-2 below), KPMG Consulting has not yet reviewed reports for aggregate data.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2001 – March 2002 for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-2	KPMG Consulting-calculated Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's reported Mean Held Order Interval and Distribution Intervals (Non-Trunks) values agreed with KPMG Consulting calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and the BellSouth-reported values for this SQM for aggregate data did not agree. KPMG Consulting issued Observation 206. KPMG Consulting is waiting for BellSouth's response. KPMG Consulting calculated values for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-3	BellSouth's implemented and documented calculations for the Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.

Test Reference	Evaluation Criteria	Result	Comments
PMR5-3-4	BellSouth's implemented and documented exclusions for the Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Mean Held Order Interval and Distribution Intervals (Trunks)			
PMR5-3-5	BellSouth's Mean Held Order Interval and Distribution Intervals (Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Mean Held Order Interval and Distribution Intervals (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2000, January 2001, and December 2001 aggregate data. KPMG Consulting is reviewing reports for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-6	KPMG Consulting-calculated Mean Held Order Interval and Distribution Intervals (Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported Mean Held Order Interval and Distribution Intervals (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, January 2001, and December 2001 data and compared them to BellSouth-reported values. All values matched. KPMG Consulting is calculating values for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-7	BellSouth's implemented and documented calculations for the Mean Held Order Interval and Distribution Intervals (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Mean Held Order Interval and Distribution Intervals (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-8	BellSouth's implemented and documented exclusions for the Mean Held Order Interval and Distribution Intervals (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Mean Held Order Interval and Distribution Intervals (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices			
PMR5-3-9	BellSouth's Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for March 2002 data only (see PMR5-3-10). However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will

Test Reference	Evaluation Criteria	Result	Comments
			be conducted in PMAP 2.6. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-10	KPMG Consulting-calculated Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting attempted to calculate values for the Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM and found that the data provided by BellSouth was insufficient to complete the calculation process. KPMG Consulting issued Exception 135. BellSouth stated that coding changes and Raw Data User Manual (RDUM) changes would be implemented for December 2001 data, which subsequently slipped to January 2002 data. BellSouth then stated that additional RDUM changes would be implemented for the March 2002 data. KPMG Consulting retested using March 2002 data and was able to match all values and closed the exception. However, data from additional months are required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-11	BellSouth's implemented and documented calculations for the Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM are consistent	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's

Test Reference	Evaluation Criteria	Result	Comments
	consistent.		computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-12	BellSouth's implemented and documented exclusions for the Average Jeopardy Notice interval and Percentage of Orders Given Jeopardy Notices SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning- Percent Missed Installation Appointments (Non-Trunks)			
PMR5-3-13	BellSouth's Percent Missed Installation Appointments (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Percent Missed Installation Appointments (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for August 2001 and November 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-14	KPMG Consulting-calculated Percent Missed Installation Appointments (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Percent Missed Installation Appointments (Non-Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for August 2001 and November 2001 aggregate

Test Reference	Evaluation Criteria	Result	Comments
			data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-15	BellSouth's implemented and documented calculations for the Percent Missed Installation Appointments (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent Missed Installation Appointments (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-16	BellSouth's implemented and documented exclusions for the Percent Missed Installation Appointments (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percent Missed Installation Appointments (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Percent Missed Installation Appointments (Trunks)			
PMR5-3-17	BellSouth's Percent Missed Installation Appointments (Trunks) reports are disaggregated correctly and are complete	Testing in Progress	KPMG Consulting validated that BellSouth's Percent Missed Installation Appointments (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.

Test Reference	Evaluation Criteria	Result	Comments
	complete.		KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2000, January 2001, and August 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-18	KPMG Consulting - calculated Percent Missed Installation Appointments (Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Percent Missed Installation Appointments (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, January 2001, and August 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-19	BellSouth's implemented and documented calculations for the Percent Missed Installation Appointments (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent Missed Installation Appointments (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-20	BellSouth's implemented and documented exclusions for the Percent Missed Installation	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percent Missed Installation Appointments (Trunks) SQM were consistent for the PMAP

Test Reference	Evaluation Criteria	Result	Comments
	Appointments (Trunks) SQM are consistent.		2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks)			
PMR5-3-21	BellSouth's Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for August 2001 and November 2001 aggregate data. KPMG Consulting is reviewing reports for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-22	KPMG Consulting-calculated Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for August 2001 and November 2001 aggregate data and compared them to BellSouth-reported values. All values matched. KPMG Consulting is calculating values for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-23	BellSouth's implemented and documented calculations for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-24	BellSouth's implemented and documented exclusions for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Average Completion Interval (OCI) & Order Completion Interval Distribution (Trunks)			
PMR5-3-25	BellSouth's Average Completion Interval (OCI) & Order Completion Interval Distribution (Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Average Completion Interval (OCI) & Order Completion Interval Distribution (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2000, January 2001, and August 2001 aggregate data and for May 2001 - March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the

Test Reference	Evaluation Criteria	Result	Comments
			publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-26	KPMG Consulting-calculated Average Completion Interval (OCI) and Order Completion Interval Distribution (Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Average Completion Interval (OCI) and Order Completion Interval Distribution (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, January 2001, and August 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-27	BellSouth's implemented and documented calculations for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM for the PMAP 2.6 environment. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-28	BellSouth's implemented and documented exclusions for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated BellSouth's implemented and documented exclusions for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's

Test Reference	Evaluation Criteria	Result	Comments
	SQM are consistent.		documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Average Completion Notice Interval			
PMR5-3-29	BellSouth's Average Completion Notice Interval reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Average Completion Notice Interval reports were disaggregated correctly and were complete for the PMAP 2.6 environment. As a result of Observation 176 (see PMR5-3-30 below), KPMG Consulting has not yet reviewed reports for aggregate or for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-30	KPMG Consulting-calculated Average Completion Notice Interval SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported Average Completion Notice Interval values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment. KPMG Consulting attempted to validate BellSouth reported values for the Average Completion Notice Interval for August 2001 data. However, KPMG Consulting found that BellSouth's instructions were insufficient to complete the computation process. Observation 176 was issued. BellSouth stated that the Raw Data User Manual (RDUM) instructions had been updated. KPMG Consulting asked how mech_id = 3 records should be treated. BellSouth provided KPMG Consulting with the correct data mapping and stated in an amended response that additional data issues had been identified, which would be addressed for March 2002 data. KPMG Consulting retested using March 2002 data and issued Amended

Test Reference	Evaluation Criteria	Result	Comments
			Observation 176 and is reviewing BellSouth's response. KPMG Consulting has not yet calculated values for aggregate or for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-31	BellSouth's implemented and documented calculations for the Average Completion Notice Interval SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Average Completion Notice Interval SQM were consistent for the PMAP 2.6 environment. As a result of Observation 176 (see PMR5-3-30 above), KPMG Consulting has not yet reviewed BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-32	BellSouth's implemented and documented exclusions for the Average Completion Notice Interval SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Average Completion Notice Interval SQM were consistent for the PMAP 2.6 environment. As a result of Observation 176 (see PMR5-3-30 above), KPMG Consulting has not yet reviewed BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Percent Completions/Attempts Without Notice or <24 Hours Notice			
PMR5-3-33	BellSouth's Percent Completions/Attempts Without Notice or <24 Hours Notice reports are	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Percent Completions/Attempts Without Notice or <24 Hours Notice reports were disaggregated

Test Reference	Evaluation Criteria	Result	Comments
	disaggregated correctly and are complete.		correctly and were complete for the PMAP 2.6 environment. As a result of Exception 151 (see PMR5-3-34 below) KPMG Consulting has not yet reviewed reports for aggregate or for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-34	KPMG Consulting-calculated Percent Completions/Attempts Without Notice or <24 Hours Notice SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported Percent Completions/Attempts Without Notice or <24 Hours Notice values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment. KPMG Consulting attempted to calculate values for this SQM and found that the Raw Data User Manual (RDUM) instructions were insufficient to complete the calculation process. KPMG Consulting issued Exception 151. BellSouth implemented coding changes for February 2002 data. KPMG Consulting retested February 2002 data and was unable to match all values. Amended Exception 151 was issued. BellSouth responded that the RDUM would be updated for April 2002 data. KPMG Consulting is currently waiting for April 2002 data. The exception remains open. KPMG Consulting has not yet calculated values for aggregate or for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-35	BellSouth's implemented and documented calculations for the Percent Completions/Attempts Without Notice or <24 Hours Notice SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Percent Completions/Attempts Without Notice or <24 Hours Notice SQM were consistent for the PMAP 2.6 environment. As a result of Exception 151 (see PMR5-3-34 above), KPMG Consulting has not yet

Test Reference	Evaluation Criteria	Result	Comments
			reviewed BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-36	BellSouth's implemented and documented exclusions for the Percent Completions/Attempts Without Notice or <24 Hours Notice SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Percent Completions/Attempts Without Notice or <24 Hours Notice SQM were consistent for the PMAP 2.6 environment. As a result of Exception 151 (see PMR5-3-34 above), KPMG Consulting has not yet reviewed BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Coordinated Customer Conversions Interval			
PMR5-3-37	BellSouth's Coordinated Customer Conversions Interval reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Coordinated Customer Conversions Interval reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation for BellSouth's reports for February 2001, January 2002, and February 2002 aggregate data and for May 2001 - March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-38	KPMG Consulting-calculated Coordinated Customer Conversions Interval SQM values agree with BellSouth-reported SQM values	Testing in Progress	KPMG Consulting validated that BellSouth-reported Coordinated Customer Conversions Interval values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.

Test Reference	Evaluation Criteria	Result	Comments
	reported SQM values.		KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 154. As a result of the exception, BellSouth implemented coding changes to exclude test CLEC orders. KPMG Consulting retested using January 2002 data and was able to match all values and closed the exception. KPMG Consulting calculated values for February 2001, January 2002 and February 2002 aggregate data and for May 2001 - March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-39	BellSouth's implemented and documented calculations for the Coordinated Customer Conversions Interval SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Coordinated Customer Conversions Interval SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-40	BellSouth's implemented and documented exclusions for the Coordinated Customer Conversions Interval SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Coordinated Customer Conversions Interval SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval			
PMR5-3-41	BellSouth's Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval reports were disaggregated correctly and were complete for the PMAP 2.6 environment. As a result of Observation 185 (see PMR5-3-42 below), KPMG Consulting has not yet reviewed reports for aggregate or for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-42	KPMG Consulting-calculated Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment. KPMG Consulting attempted to validate BellSouth reported values for the Coordinated Customer Conversions – Hot Cut Timeliness % Within Interval and Average Interval SQM for August 2001 data. However, KPMG Consulting found that BellSouth's instructions were insufficient to complete the computation process. Observation 185 was issued. BellSouth stated that updates would be made to the Raw Data User Manual (RDUM) for March 2002 data. BellSouth subsequently informed KPMG Consulting that the RDUM updates would be made for April 2002 data. KPMG Consulting is waiting for April 2002 data. The observation remains open. KPMG Consulting has not yet calculated

Test Reference	Evaluation Criteria	Result	Comments
			values for aggregate or for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-43	BellSouth's implemented and documented calculations for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM were consistent for the PMAP 2.6 environment. As a result of Observation 185 (see PMR5-3-42 above), KPMG Consulting has not yet reviewed BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-44	BellSouth's implemented and documented exclusions for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM were consistent for the PMAP 2.6 environment. As a result of Observation 185 (see PMR5-3-42 above), KPMG Consulting has not yet reviewed BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Coordinated Customer Conversions – Average Recovery Time			
PMR5-3-45	BellSouth's Coordinated Customer Conversions – Average Recovery Time reports are disaggregated	Testing in Progress	KPMG Consulting validated that BellSouth's Coordinated Customer Conversions – Average Recovery Time reports were disaggregated correctly and were complete for the PMAP 2.6

Test Reference	Evaluation Criteria	Result	Comments
	correctly and complete.		environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for June 2001 and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-46	KPMG Consulting-calculated Coordinated Customer Conversions – Average Recovery Time SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Coordinated Customer Conversions – Average Recovery Time values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for June 2001 and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-47	BellSouth's implemented and documented calculations for the Coordinated Customer Conversions – Average Recovery Time SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Coordinated Customer Conversions – Average Recovery Time SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-48	BellSouth's implemented and documented exclusions for the Coordinated Customer	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Coordinated Customer Conversions – Average Recovery Time SQM were consistent

Test Reference	Evaluation Criteria	Result	Comments
	Conversions – Average Recovery Time SQM are consistent.		for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Hot Cut Conversions - Percent Provisioning Troubles Within 7 Days of a Completed Service Order			
PMR5-3-49	BellSouth's Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for December 2001 and March 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-50	KPMG Consulting-calculated Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for December 2001 and March 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.

Test Reference	Evaluation Criteria	Result	Comments
PMR5-3-51	BellSouth's implemented and documented calculations for the Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-52	BellSouth's implemented and documented exclusions for the Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Cooperative Acceptance Testing - Percent of xDSL Loops Tested			
PMR5-3-53	BellSouth's Cooperative Acceptance Testing - Percent of xDSL Loops Tested reports are disaggregated correctly and complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Cooperative Acceptance Testing - Percent of xDSL Loops Tested reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for June 2001 and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation

Test Reference	Evaluation Criteria	Result	Comments
			criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-54	KPMG Consulting-calculated Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Cooperative Acceptance Testing - Percent of xDSL Loops Tested values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for June 2001 and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-55	BellSouth's implemented and documented calculations for the Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-56	BellSouth's implemented and documented exclusions for the Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation

Test Reference	Evaluation Criteria	Result	Comments
			criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning – Percent Provisioning Troubles Within 30 Days of Service Order Completion (Non-Trunks)			
PMR5-3-57	BellSouth's Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for November 2001 and March 2002 aggregate data. KPMG Consulting is reviewing reports for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-58	KPMG Consulting-calculated Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment. KPMG Consulting calculated values for this Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 27. BellSouth stated that coding changes would be implemented for January 2001 data, which subsequently slipped to July 2001 data. KPMG Consulting retested using July 2001 data and was unable to match all values and issued Amended Exception 27. BellSouth implemented additional coding changes. KPMG Consulting retested using October 2001 data and was unable to match all values. BellSouth updated the Raw Data User Manual (RDUM) instructions. KPMG Consulting retested using November 2001 data and was able to match all values and closed the exception.

Test Reference	Evaluation Criteria	Result	Comments
			KPMG Consulting calculated values for November 2001 and March 2002 aggregate data. KPMG Consulting is calculating values for pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-59	BellSouth's implemented and documented calculations for the Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-60	BellSouth's implemented and documented exclusions for the Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine BellSouth's implemented and documented exclusions for the Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Percent Provisioning Troubles Within 30 Days of Service Order Completion (Trunks)			
PMR5-3-61	BellSouth's Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) reports are disaggregated correctly and are complete	Testing in Progress	KPMG Consulting validated that BellSouth's Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of

Test Reference	Evaluation Criteria	Result	Comments
	and are complete.		disaggregation in BellSouth's reports for January 2001, February 2001, and August 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-62	KPMG Consulting-calculated Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for January 2001, February 2001, and August 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-63	BellSouth's implemented and documented calculations for the Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-64	BellSouth's implemented and documented exclusions for the Percent	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percent Provisioning Troubles within 30

Test Reference	Evaluation Criteria	Result	Comments
	Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM are consistent.		days of Service Order Completion (Trunks) SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning – Total Service Order Cycle Time			
PMR5-3-65	BellSouth's Total Service Order Cycle Time reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Total Service Order Cycle Time reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for February 2002 and March 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-66	KPMG Consulting-calculated Total Service Order Cycle Time SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Total Service Order Cycle Time values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for Total Service Order Cycle Time SQM and found that the KPMG Consulting-calculated values and the BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 101. BellSouth implemented coding changes to exclude pending orders. KPMG Consulting retested using November 2001 data and was unable to match all values. Amended Exception 101 was issued. BellSouth implemented additional coding changes to

Test Reference	Evaluation Criteria	Result	Comments
			excluded test CLEC orders. KPMG Consulting retested using February 2002 data and was able to match all values and closed the exception. KPMG Consulting calculated values for February 2002 and March 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported data. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-67	BellSouth's implemented and documented calculations for the Total Service Order Cycle Time SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for Total Service Order Cycle Time SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-68	BellSouth's implemented and documented exclusions for the Total Service Order Cycle Time SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for Total Service Order Cycle Time SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Service Order Accuracy			
PMR5-3-69	BellSouth's Service Order Accuracy reports are disaggregated correctly.	Testing in Progress	KPMG Consulting validated that BellSouth's Service Order Accuracy reports were disaggregated correctly and were complete for

Test Reference	Evaluation Criteria	Result	Comments
	disaggregated correctly and are complete.		disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for June 2001, July 2001, and August 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-70	KPMG Consulting-calculated Service Order Accuracy SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Service Order Accuracy values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for June 2001, July 2001, and August 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-71	BellSouth's implemented and documented calculations for the Service Order Accuracy SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Service Order Accuracy SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-72	BellSouth's implemented and documented exclusions for the Service Order Accuracy SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Service Order Accuracy SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics,

Test Reference	Evaluation Criteria	Result	Comments
			Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - LNP - Percent Missed Installation Appointments			
PMR5-3-73	BellSouth's LNP-Percent Missed Installation Appointments reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's LNP-Percent Missed Installation Appointments reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for December 2000 and March 2002 data only (see PMR5-3-74). However, data from an additional month is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-74	KPMG Consulting-calculated LNP-Percent Missed Installation Appointments SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported LNP-Percent Missed Installation Appointments values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment. KPMG Consulting calculated values for December 2000 data and compared them to BellSouth-reported values. All values matched. When KPMG Consulting calculated values for this SQM and found for Month II analysis that the KPMG Consulting-calculated values and the BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 152. BellSouth updated the Raw Data User Manual (RDUM) instructions. KPMG Consulting retested using February 2002 data and was unable to match all values. Amended

Test Reference	Evaluation Criteria	Result	Comments
			Exception 152 was issued. KPMG Consulting retested using March 2002 data and was able to match all values and closed the exception. However, data from an additional month is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-75	BellSouth's implemented and documented calculations for the LNP-Percent Missed Installation Appointments SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the LNP-Percent Missed Installation Appointments SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-76	BellSouth's implemented and documented exclusions for the LNP-Percent Missed Installation Appointments SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the LNP-Percent Missed Installation Appointments SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - LNP - Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution			
PMR5-3-77	BellSouth's LNP-Average Disconnect Timeliness Interval and Disconnect	Testing in Progress	KPMG Consulting validated that BellSouth's LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval reports

Test Reference	Evaluation Criteria	Result	Comments
	Timeliness Interval Distribution reports are disaggregated correctly and are complete.		were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's reported levels of disaggregation and the FPSC-ordered benchmarks and identified inconsistencies. Exception 15 was issued. The FPSC directed BellSouth to add the appropriate levels of disaggregation. BellSouth outlined proposed changes in its response and subsequently outlined additional changes, effective for May 2001 data. BellSouth issued a 2nd amended response, which stated that the Florida Interim Performance Metrics, Version 3.00 SQM contained the appropriate time buckets, except for the Provisioning: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution SQM. BellSouth submitted a red-line SQM, which outlined the proposed changes to the time buckets. KPMG Consulting confirmed that the appropriate time buckets were present in the Version 3.00 SQM and that the red-line SQM was posted to the PMAP website and closed the exception. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for December 2001, January 2002, and February 2002 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-78	KPMG Consulting-calculated LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 22. BellSouth updated computation instructions. Based on BellSouth's response regarding

Test Reference	Evaluation Criteria	Result	Comments
			negative intervals, KPMG Consulting issued Amended Exception 22. KPMG Consulting retested and was unable to match all values. BellSouth stated that a coding change to the average interval calculation was needed. KPMG Consulting retested using May 2001 data and was unable to match all values. 3rd Amended Exception 22 was issued. KPMG Consulting asked BellSouth a clarification question regarding the calculation of the average interval. BellSouth responded that the average interval calculation had been addressed in a later version of the Raw Data User Manual (RDUM). KPMG Consulting retested using November 2001 data and found that the RDUM had not been updated and that the replication issues continued. BellSouth stated that additional coding changes were required. KPMG Consulting retested using December 2001 data and was able to match all values and closed the exception. KPMG Consulting calculated values for December 2001, January 2002 and February 2002 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-79	BellSouth's implemented and documented calculations for the LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.

Test Reference	Evaluation Criteria	Result	Comments
PMR5-3-80	BellSouth's implemented and documented exclusions for the LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning – LNP – Total Service Order Cycle Time			
PMR5-3-81	BellSouth's LNP-Total Service Order Cycle Time reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's LNP-Total Service Order Cycle Time reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's report for March 2001 data only (see PMR5-3-82). However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-82	KPMG Consulting-calculated LNP-Total Service Order Cycle Time SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether KPMG Consulting-calculated LNP-Total Service Order Cycle Time SQM values agreed with BellSouth-reported SQM values in the PMAP 2.6 environment. KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 24.

Test Reference	Evaluation Criteria	Result	Comments
			BellSouth implemented coding changes to increase the precision of the interval calculations. KPMG Consulting retested using March 2001 data and was able to match all values and closed the exception. KPMG Consulting attempted to calculate values as part of Month II and found that the Raw Data User Manual (RDUM) instructions were insufficient to complete the calculation process. KPMG Consulting issued Exception 153. BellSouth updated the RDUM instructions. KPMG Consulting retested using February 2002 data and was unable to match all values. Amended Exception 153 was issued. BellSouth responded that additional coding changes were needed and would be implemented for May 2002 data. KPMG Consulting is waiting for May 2002 data. The exception remains open. However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-83	BellSouth's implemented and documented calculations for the LNP-Total Service Order Cycle Time SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the LNP-Total Service Order Cycle Time SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-84	BellSouth's implemented and documented exclusions for the LNP-	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the LNP-Total

Test Reference	Evaluation Criteria	Result	Comments
	Total Service Order Cycle Time SQM are consistent.		Service Order Cycle Time SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
M&R - Missed Repair Appointments			
PMR5-4-1	BellSouth's Missed Repair Appointments reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Missed Repair Appointments reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-2	KPMG Consulting-calculated Missed Repair Appointments SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Missed Repair Appointments values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-3	BellSouth's implemented and documented calculations for the Missed Repair Appointments SQM are	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Missed Repair Appointments SQM were consistent for the PMAP 2.6 environment.

Test Reference	Evaluation Criteria	Result	Comments
	Appointments SQM are consistent.		KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-4	BellSouth's implemented and documented exclusions for the Missed Repair Appointments SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Missed Repair Appointments SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
M&R – Customer Trouble Report Rate			
PMR5-4-5	BellSouth's Customer Trouble Report Rate reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Customer Trouble Report Rate reports were disaggregated correctly and complete in the PMAP 2.6 environment. Due to issues with BellSouth providing complete data sets, KPMG Consulting has not yet reviewed reports for aggregate and pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-6	KPMG Consulting-calculated Customer Trouble Report Rate SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth reported Customer Trouble Report Rate values agreed with KPMG Consulting calculated values for the PMAP 2.6 environment. Due to issues with BellSouth providing

Test Reference	Evaluation Criteria	Result	Comments
			complete data sets, KPMG Consulting has not yet calculated values for aggregate and pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-7	BellSouth's implemented and documented calculations for the Customer Trouble Rate SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Customer Trouble Rate SQM are consistent for the PMAP 2.6 environment. Due to issues with BellSouth providing complete data sets, KPMG Consulting has not yet reviewed BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-8	BellSouth's implemented and documented exclusions for the Customer Trouble Rate SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Customer Trouble Rate SQM are consistent for the PMAP 2.6 environment. Due to issues with BellSouth providing complete data sets, KPMG Consulting has not yet reviewed BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
M&R - Maintenance Average Duration			
PMR5-4-9	BellSouth's Maintenance Average Duration reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Maintenance Average Duration reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of

Test Reference	Evaluation Criteria	Result	Comments
			disaggregation in BellSouth's reports for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data. The process used to calculate and report the performance measures and retail analogs may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR5-4-10	KPMG Consulting-calculated Maintenance Average Duration SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Maintenance Average Duration values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment. KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 146. BellSouth implemented coding changes to exclude test CLEC orders. KPMG Consulting retested using December 2001 data and was able to match all values and closed the exception. KPMG Consulting calculated values for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-11	BellSouth's implemented and documented calculations for the Maintenance Average Duration SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Maintenance Average Duration SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-12	BellSouth's implemented and documented exclusions for the Maintenance Average Duration SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Maintenance Average Duration SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
M&R - Percent Repeat Troubles Within 30 Days			
PMR5-4-13	BellSouth's Percent Repeat Troubles Within 30 Days reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Percent Repeat Troubles Within 30 Days reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-14	KPMG Consulting-calculated Percent Repeat Troubles Within 30 Days SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Percent Repeat Troubles Within 30 Days values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment. KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 147. BellSouth implemented coding changes to exclude test CLEC orders. KPMG Consulting

Test Reference	Evaluation Criteria	Result	Comments
			retested using December 2001 data and was able to match all values and closed the exception. KPMG Consulting calculated values for December 2001 and January 2002 data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-15	BellSouth's implemented and documented calculations for the Percent Repeat Troubles Within 30 Days SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent Repeat Troubles Within 30 Days SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-16	BellSouth's implemented and documented exclusions for the Percent Repeat Troubles Within 30 Days SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percent Repeat Troubles Within 30 Days SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
M&R - Out of Service >24 Hours			

Test Reference	Evaluation Criteria	Result	Comments
PMR5-4-17	BellSouth's Out of Service (OOS) > 24 Hours reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Out of Service (OOS) > 24 Hours reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-18	KPMG Consulting-calculated Out of Service (OOS) > 24 Hours SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Out of Service (OOS) > 24 Hours values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-19	BellSouth's implemented and documented calculations for the Out of Service (OOS) > 24 Hours SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Out of Service (OOS) > 24 Hours SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-20	BellSouth's implemented and documented	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for

Test Reference	Evaluation Criteria	Result	Comments
	and documented exclusions for the Out of Service (OOS) > 24 Hours SQM are consistent.	Progress	implemented and documented exclusions for the Out of Service (OOS) > 24 Hours SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
M&R - Average Answer Time – Repair Centers			
PMR5-4-21	BellSouth's Average Answer Time – Repair Centers reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Average Answer Time – Repair Centers reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2000, July 2001, and August 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-22	KPMG Consulting-calculated Average Answer Time – Repair Centers SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Average Answer Time – Repair Centers values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, July 2001, and August 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-23	BellSouth's implemented and documented calculations for the	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Average Answer Time – Repair Centers

Test Reference	Evaluation Criteria	Result	Comments
	Average Answer Time – Repair Centers SQM are consistent.		SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-24	BellSouth's implemented and documented exclusions for the Average Answer Time – Repair Centers SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Average Answer Time – Repair Centers SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
M&R - Mean Time to Notify CLEC of Network Outages			
PMR5-4-25	BellSouth's Mean Time to Notify CLEC of Network Outages reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Mean Time to Notify CLEC of Network Outages reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2001, June 2001, and July 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-26	KPMG Consulting-calculated Mean Time to Notify CLEC of Network	Testing in Progress	KPMG Consulting validated that BellSouth-reported Mean Time to Notify CLEC of Network Outages values agreed with KPMG

Test Reference	Evaluation Criteria	Result	Comments
	Outages SQM values agree with BellSouth-reported SQM values.		Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-27	BellSouth's implemented and documented calculations for the Mean Time to Notify CLEC of Network Outages SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Mean Time to Notify CLEC of Network Outages SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-28	BellSouth's implemented and documented exclusions for the Mean Time to Notify CLEC of Network Outages SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Mean Time to Notify CLEC of Network Outages SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Invoice Accuracy			
PMR5-5-1	BellSouth's Invoice Accuracy reports are disaggregated correctly	Testing in Progress	KPMG Consulting validated that BellSouth's Invoice Accuracy reports were disaggregated correctly and were complete for the PMAP 2.6

Test Reference	Evaluation Criteria	Result	Comments
	and are complete.		environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for March 2001, April 2001, and May 2001 aggregate data and May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-2	KPMG Consulting-calculated Invoice Accuracy SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Invoice Accuracy values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for March 2001, April 2001 and May 2001 aggregate data and May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-3	BellSouth's implemented and documented calculations for the Invoice Accuracy SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Invoice Accuracy SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-4	BellSouth's implemented and documented exclusions for the Invoice Accuracy SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Invoice Accuracy SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's

Test Reference	Evaluation Criteria	Result	Comments
			documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Mean Time to Deliver Invoices			
PMR5-5-5	BellSouth's Mean Time to Deliver Invoices reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Mean Time to Deliver Invoices reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for March 2001, April 2001, and May 2001 aggregate data and May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-6	KPMG Consulting-calculated Mean Time to Deliver Invoices SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Mean Time to Deliver Invoices values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-7	BellSouth's implemented and documented calculations for the Mean Time to Deliver Invoices SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Mean Time to Deliver Invoices SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's

Test Reference	Evaluation Criteria	Result	Comments
			computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-8	BellSouth's implemented and documented exclusions for the Mean Time to Deliver Invoices SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Mean Time to Deliver Invoices SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing - Usage Data Delivery Accuracy			
PMR5-5-9	BellSouth's Usage Data Delivery Accuracy reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Usage Data Delivery Accuracy reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for March 2001, April 2001, and May 2001 aggregate data and May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-10	KPMG Consulting-calculated Usage Data Delivery Accuracy SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Usage Data Delivery Accuracy values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for March

Test Reference	Evaluation Criteria	Result	Comments
	values.		2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-11	BellSouth's implemented and documented calculations for the Usage Data Delivery Accuracy SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Usage Data Delivery Accuracy SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-12	BellSouth's implemented and documented exclusions for the Usage Data Delivery Accuracy SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Usage Data Delivery Accuracy SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing - Usage Data Delivery Completeness			
PMR5-5-13	BellSouth's Usage Data Delivery Completeness reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Usage Data Delivery Completeness reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of

Test Reference	Evaluation Criteria	Result	Comments
			disaggregation in BellSouth's reports for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-14	KPMG Consulting-calculated Usage Data Delivery Completeness SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Usage Data Delivery Completeness values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-15	BellSouth's implemented and documented calculations for the Usage Data Delivery Completeness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Usage Data Delivery Completeness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-16	BellSouth's implemented and documented exclusions for the Usage Data Delivery Completeness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Usage Data Delivery Completeness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics,

Test Reference	Evaluation Criteria	Result	Comments
			Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing - Usage Data Delivery Timeliness			
PMR5-5-17	BellSouth's Usage Data Delivery Timeliness reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Usage Data Delivery Timeliness reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-18	KPMG Consulting-calculated Usage Data Delivery Timeliness SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Usage Data Delivery Timeliness values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-19	BellSouth's implemented and documented calculations for the Usage Data Delivery Timeliness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Usage Data Delivery Timeliness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to

Test Reference	Evaluation Criteria	Result	Comments
			the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-20	BellSouth's implemented and documented exclusions for the Usage Data Delivery Timeliness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Usage Data Delivery Timeliness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing - Mean Time to Deliver Usage			
PMR5-5-21	BellSouth's Mean Time to Deliver Usage reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Mean Time to Deliver Usage reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-22	KPMG Consulting-calculated Mean Time to Deliver Usage SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Mean Time to Deliver Usage values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for March 2001, April 2001, and May 2001 aggregate

Test Reference	Evaluation Criteria	Result	Comments
			data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-23	BellSouth's implemented and documented calculations for the Mean Time to Deliver Usage SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Mean Time to Deliver Usage SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-24	BellSouth's implemented and documented exclusions for the Mean Time to Deliver Usage SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Mean Time to Deliver Usage SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing - Recurring Charge Completeness			
PMR5-5-25	BellSouth's Recurring Charge Completeness reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Recurring Charge Completeness reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's report for May

Test Reference	Evaluation Criteria	Result	Comments
			2001, June 2001, and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-26	KPMG Consulting-calculated Recurring Charge Completeness SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Recurring Charge Completeness values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2001, June 2001, and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-27	BellSouth's implemented and documented calculations for the Recurring Charge Completeness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Recurring Charge Completeness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-28	BellSouth's implemented and documented exclusions for the Recurring Charge Completeness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Recurring Charge Completeness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics,

Test Reference	Evaluation Criteria	Result	Comments
			Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing - Non-Recurring Charge Completeness			
PMR5-5-29	BellSouth's Non-Recurring Charge Completeness reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Non-Recurring Charge Completeness reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's report for May 2001, June 2001, and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-30	KPMG Consulting-calculated Non-Recurring Charge Completeness SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Non-Recurring Charge Completeness values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2001, June 2001, and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-31	BellSouth's implemented and documented calculations for the Non-Recurring Charge Completeness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Non-Recurring Charge Completeness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to

Test Reference	Evaluation Criteria	Result	Comments
			the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-32	BellSouth's implemented and documented exclusions for the Non-Recurring Charge Completeness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Non-Recurring Charge Completeness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Operator Services and Directory Assistance - Average Speed to Answer –Toll			
PMR5-6-1	BellSouth's Average Speed to Answer –Toll reports are disaggregated correctly and complete.	Testing in Progress	BellSouth's Average Speed of Answer-Toll reports are not required to be disaggregated per the SQM guidelines. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-2	KPMG Consulting-calculated Average Speed to Answer - Toll SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Average Speed to Answer – Toll values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, January 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation

Test Reference	Evaluation Criteria	Result	Comments
			criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-3	BellSouth's implemented and documented calculations for the Average Speed to Answer - Toll SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Average Speed to Answer - Toll SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-4	BellSouth's implemented and documented exclusions for the Average Speed to Answer - Toll SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Average Speed to Answer – Toll SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Operator Services and Directory Assistance - Percent Answered within "X" Seconds - Toll			
PMR5-6-5	BellSouth's Percent Answered within "X" Seconds - Toll reports are disaggregated correctly and are complete.	Testing in Progress	BellSouth's Percent Answered within "X" Seconds - Toll reports are not required to be disaggregated per the SQM guidelines. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-6	KPMG Consulting-calculated Percent Answered within "X" Seconds - Toll SQM values agree with BellSouth-reported SQM	Testing in Progress	KPMG Consulting validated that BellSouth-reported Percent Answered within "X" Seconds – Toll values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.

Test Reference	Evaluation Criteria	Result	Comments
	BellSouth-reported SQM values.		KPMG Consulting calculated values for May 2000, January 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-7	BellSouth's implemented and documented calculations for the Percent Answered within "X" Seconds - Toll SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent Answered within "X" Seconds - Toll SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-8	BellSouth's implemented and documented exclusions for the Percent Answered within "X" Seconds - Toll SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percent Answered within "X" Seconds – Toll SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Operator Services and Directory Assistance - Average Speed to Answer - Directory Assistance			
PMR5-6-9	BellSouth's Average Speed to Answer - Directory Assistance reports are disaggregated correctly and are complete.	Testing in Progress	BellSouth's Average Speed of Answer-Directory Assistance reports are not required to be disaggregated per the SQM guidelines. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG

Test Reference	Evaluation Criteria	Result	Comments
	complete.		Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-10	KPMG Consulting-calculated Average Speed to Answer - Directory Assistance SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Average Speed to Answer – Directory Assistance values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, January 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-11	BellSouth's implemented and documented calculations for the Average Speed to Answer - Directory Assistance SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Average Speed to Answer - Directory Assistance SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-12	BellSouth's implemented and documented exclusions for the Average Speed to Answer - Directory Assistance SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Average Speed to Answer - Directory Assistance SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Operator Services and Directory Assistance - Percent Answered within "X" Seconds - Directory Assistance			
PMR5-6-13	BellSouth's Percent Answered within "X" Seconds - Directory Assistance reports are disaggregated correctly and are complete.	Testing in Progress	BellSouth's Percent Answered within "X" Seconds – Directory Assistance reports are not required to be disaggregated per the SQM guidelines. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-14	KPMG Consulting-calculated Percent Answered within "X" Seconds - Directory Assistance SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, January 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-15	BellSouth's implemented and documented calculations for the Percent Answered within "X" Seconds - Directory Assistance SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent Answered within "X" Seconds - Directory Assistance SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-16	BellSouth's implemented and documented exclusions for the Percent	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percent Answered within "X" Seconds

Test Reference	Evaluation Criteria	Result	Comments
	exclusions for the Percent Answered within "X" Seconds - Directory Assistance SQM are consistent.		the Percent Answered within "X" Seconds - Directory Assistance SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Database Update Information - Average Database Update Interval			
PMR5-7-1	BellSouth's Average Database Update Interval reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Average Database Update Interval reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for June 2001, July 2001, and August 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-7-2	KPMG Consulting-calculated Average Database Update Interval SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Average Database Update Interval values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for June 2001, July 2001, and August 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-7-3	BellSouth's implemented and documented calculations for the	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Average Database Update Interval SQM

Test Reference	Evaluation Criteria	Result	Comments
	Average Database Update Interval SQM are consistent.		were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-7-4	BellSouth's implemented and documented exclusions for the Average Database Update Interval SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Average Database Update Interval SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Database Update Information - Percent Database Update Accuracy			
PMR5-7-5	BellSouth's Percent Database Update Accuracy reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Percent Database Update Accuracy reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2001, June 2001, and July 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-7-6	KPMG Consulting-calculated Percent Database Update Accuracy SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Percent Database Update Accuracy values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May

Test Reference	Evaluation Criteria	Result	Comments
			2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-7-7	BellSouth's implemented and documented calculations for the Percent Database Update Accuracy SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent Database Update Accuracy SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-7-8	BellSouth's implemented and documented exclusions for the Percent Database Update Accuracy SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percent Database Update Accuracy SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Database Update Information - Percent NXXs and LRNs Loaded by LERG Effective Date			
PMR5-7-9	BellSouth's Percent NXXs and LRNs Loaded by LERG Effective Date reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Percent NXXs and LRNs Loaded by LERG Effective Date reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of

Test Reference	Evaluation Criteria	Result	Comments
			disaggregation in BellSouth's report for May 2001, June 2001, and July 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-7-10	KPMG Consulting-calculated Percent NXXs and LRNs Loaded by LERG Effective Date SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Percent NXXs and LRNs Loaded by LERG Effective Date values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-7-11	BellSouth's implemented and documented calculations for the Percent NXXs and LRNs Loaded by LERG Effective Date SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent NXXs and LRNs Loaded by LERG Effective Date SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-7-12	BellSouth's implemented and documented exclusions for the Percent NXXs and LRNs Loaded by LERG Effective Date SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percent NXXs and LRNs Loaded by LERG Effective Date SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics,

Test Reference	Evaluation Criteria	Result	Comments
			Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
E911 – Timeliness			
PMR5-8-1	BellSouth's Timeliness reports are disaggregated correctly and are complete.	Testing in Progress	BellSouth's Timeliness reports are not required to be disaggregated per the SQM guidelines. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-8-2	KPMG Consulting-calculated Timeliness SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Timeliness values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, January 2001, and February 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-8-3	BellSouth's implemented and documented calculations for the Timeliness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Timeliness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.

Test Reference	Evaluation Criteria	Result	Comments
PMR5-8-4	BellSouth's implemented and documented exclusions for the Timeliness SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Timeliness SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
E911 – Accuracy			
PMR5-8-5	BellSouth's Accuracy reports are disaggregated correctly and are complete.	Testing in Progress	BellSouth's Accuracy reports are not required to be disaggregated per the SQM guidelines. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-8-6	KPMG Consulting-calculated Accuracy SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Accuracy values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, January 2001, and February 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-8-7	BellSouth's implemented and documented calculations for the Accuracy SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Accuracy SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-8-8	BellSouth's implemented and documented exclusions for the Accuracy SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Accuracy SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
E911 – Mean Interval			
PMR5-8-9	BellSouth's Mean Interval reports are disaggregated correctly and are complete.	Testing in Progress	BellSouth's Mean Interval reports are not required to be disaggregated per the SQM guidelines. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-8-10	KPMG Consulting-calculated Mean Interval SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Mean Interval values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, January 2001, and February 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-8-11	BellSouth's implemented and documented	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for

Test Reference	Evaluation Criteria	Result	Comments
	and documented calculations for the Mean Interval SQM are consistent.	Progress	implemented and documented calculations for the Mean Interval SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-8-12	BellSouth's implemented and documented exclusions for the Mean Interval SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Mean Interval SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Trunk Group Performance - Aggregate			
PMR5-9-1	BellSouth's Trunk Group Performance-Aggregate reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting is not yet unable to determine whether BellSouth's Trunk Group Performance-Aggregate reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting calculated values for January 2002 for the aggregate data and compared them to BellSouth reported values. All values matched. However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation

Test Reference	Evaluation Criteria	Result	Comments
			criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-9-2	KPMG Consulting-calculated Trunk Group Performance-Aggregate SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting is not yet unable to determine whether BellSouth-reported Trunk Group Performance-Aggregate values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for January 2002 for the aggregate data and compared them to BellSouth reported values. All values matched. However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-9-3	BellSouth's implemented and documented calculations for the Trunk Group Performance-Aggregate SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Trunk Group Performance-Aggregate SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's computation methodology for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-9-4	BellSouth's implemented and documented exclusions for the Trunk Group Performance-Aggregate SQM are consistent.	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Trunk Group Performance-Aggregate SQM were consistent for the PMAP 2.6 environment. KPMG Consulting is reviewing BellSouth's documented exclusions for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation

Test Reference	Evaluation Criteria	Result	Comments
			criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Not Applicable	BellSouth's Trunk Group Performance-CLEC Specific reports are disaggregated correctly and are complete.	Not Applicable	KPMG Consulting was unable to test this criterion since the pseudo ALEC did not have trunks. Therefore, this SQM could not be validated.
Not Applicable	KPMG Consulting - calculated Trunk Group Performance-CLEC Specific SQM values agree with BellSouth-reported SQM values.	Not Applicable	KPMG Consulting was unable to test this criterion since the pseudo ALEC did not have trunks. Therefore, this SQM could not be validated.
Not Applicable	BellSouth's implemented and documented calculations for the Trunk Group Performance-CLEC Specific SQM are consistent.	Not Applicable	KPMG Consulting was unable to test this criterion since the pseudo ALEC did not have trunks. Therefore, this SQM could not be validated.
Not Applicable	BellSouth's implemented and documented exclusions for the Trunk Group Performance-CLEC Specific SQM are consistent.	Not Applicable	KPMG Consulting was unable to test this criterion since the pseudo ALEC did not have trunks. Therefore, this SQM could not be validated.
Collocation – Average Response Time			
PMR5-10-1	BellSouth's Average Response Time reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Average Response Time reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for January 2001, June 2001, and July 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-10-2	KPMG Consulting-calculated Average Response Time SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Average Response Time values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for January 2001, June 2001, and July 2001 data

Test Reference	Evaluation Criteria	Result	Comments
			and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-10-3	BellSouth's implemented and documented calculations for the Average Response Time SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Average Response Time SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-10-4	BellSouth's implemented and documented exclusions for the Average Response Time SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Average Response Time SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Collocation – Average Arrangement Time			
PMR5-10-5	BellSouth's Average Arrangement Time reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Average Arrangement Time reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for

Test Reference	Evaluation Criteria	Result	Comments
			January 2001, June 2001, and July 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-10-6	KPMG Consulting-calculated Average Arrangement Time SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Average Arrangement Time values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for January 2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-10-7	BellSouth's implemented and documented calculations for the Average Arrangement Time SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Average Arrangement Time SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-10-8	BellSouth's implemented and documented exclusions for the Average Arrangement Time SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Average Arrangement Time SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Collocation - Percent of Due Dates Missed			
PMR5-10-9	BellSouth's Percent of Due Dates Missed reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Percent of Due Dates Missed reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for January 2001, June 2001, and July 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-10-10	KPMG Consulting-calculated Percent of Due Dates Missed SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Percent of Due Dates Missed values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for January 2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-10-11	BellSouth's implemented and documented calculations for the Percent of Due Dates Missed SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent of Due Dates Missed SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.

Test Reference	Evaluation Criteria	Result	Comments
PMR5-10-12	BellSouth's implemented and documented exclusions for the Percent of Due Dates Missed SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percent of Due Dates Missed SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Change Management - Timeliness of Change Management Notices			
PMR5-11-1	BellSouth's Timeliness of Change Management Notices reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Timeliness of Change Management Notices reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for December 2000, February 2001, and March 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-2	KPMG Consulting-calculated Timeliness of Change Management Notices SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Timeliness of Change Management Notices values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for December 2000, February 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-3	BellSouth's implemented and documented	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for

Test Reference	Evaluation Criteria	Result	Comments
	and documented calculations for the Timeliness of Change Management Notices SQM are consistent.	Progress	implemented and documented calculations for the Timeliness of Change Management Notices SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-4	BellSouth's implemented and documented exclusions for the Timeliness of Change Management Notices SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Timeliness of Change Management Notices SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Change Management - Change Management Notice Average Delay Days			
PMR5-11-5	BellSouth's Change Management Notice Average Delay Days reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated BellSouth's Change Management Notice Average Delay Days reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for December 2000, February 2001, and March 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-6	KPMG Consulting-calculated Change	Testing in Progress	KPMG Consulting validated that BellSouth-reported Change Management Notice Average

Test Reference	Evaluation Criteria	Result	Comments
	calculated Change Management Notice Average Delay Days SQM values agree with BellSouth-reported SQM values.	Progress	reported Change Management Notice Average Delay Days values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for December 2000, February 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-7	BellSouth's implemented and documented calculations for the Change Management Notice Average Delay Days SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Change Management Notice Average Delay Days SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-8	BellSouth's implemented and documented exclusions for the Change Management Notice Average Delay Days SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Change Management Notice Average Delay Days SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Change Management - Timeliness of Documents Associated with Change			

Test Reference	Evaluation Criteria	Result	Comments
PMR5-11-9	BellSouth's Timeliness of Documents Associated with Change reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Timeliness of Documents Associated with Change reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation for December 2000, February 2001, and March 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-10	KPMG Consulting-calculated BellSouth's Timeliness of Documents Associated with Change SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Timeliness of Documents Associated with Change values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for December 2000, February 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-11	BellSouth's implemented and documented calculations for the BellSouth's Timeliness of Documents Associated with Change SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the BellSouth's Timeliness of Documents Associated with Change SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-12	BellSouth's implemented and documented exclusions for the	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the BellSouth's Timeliness of Documents

Test Reference	Evaluation Criteria	Result	Comments
	exclusions for the BellSouth's Timeliness of Documents Associated with Change SQM are consistent.		the BellSouth's Timeliness of Documents Associated with Change SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Change Management - Average Delay Days for Documentation			
PMR5-11-13	BellSouth's Average Delay Days for Documentation reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Average Delay Days for Documentation reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for December 2000, February 2001, and March 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-14	KPMG Consulting-calculated Average Delay Days for Documentation SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Average Delay Days for Documentation values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for December 2000, February 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-15	BellSouth's implemented and documented calculations for the	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Average Delay Days for Documentation

Test Reference	Evaluation Criteria	Result	Comments
	calculations for the Average Delay Days for Documentation SQM are consistent.		the Average Delay Days for Documentation SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-16	BellSouth's implemented and documented exclusions for the Average Delay Days for Documentation SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Average Delay Days for Documentation SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Change Management - Notification of CLEC Interface Outages			
PMR5-11-17	BellSouth's Notification of CLEC Interface Outages reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Notification of CLEC Interface Outages reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2001, June 2001, and August 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-18	KPMG Consulting-calculated Notification of CLEC Interface Outages	Testing in Progress	KPMG Consulting validated that BellSouth-reported Notification of CLEC Interface Outages values agreed with KPMG Consulting-

Test Reference	Evaluation Criteria	Result	Comments
	SQM values agree with BellSouth-reported SQM values.		calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2001, June 2001, and August 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-19	BellSouth's implemented and documented calculations for the Notification of CLEC Interface Outages SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Notification of CLEC Interface Outages SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-11-20	BellSouth's implemented and documented exclusions for the Notification of CLEC Interface Outages SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Notification of CLEC Interface Outages SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Bona Fide/New Business Request Process - Percentage of BFR/NBR Requests Processed Within 30 Business Days			
PMR5-12-1	BellSouth's Percentage of BFR/NBR Requests	Testing in Progress	KPMG Consulting validated that BellSouth's Percentage of BFR/NBR Requests Processed

Test Reference	Evaluation Criteria	Result	Comments
	BFR/NBR Requests Processed Within 30 Business Days reports are disaggregated correctly and are complete.	Progress	Percentage of BFR/NBR Requests Processed Within 30 Business Days reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2001, July 2001, and August 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-12-2	KPMG Consulting-calculated Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Percentage of BFR/NBR Requests Processed Within 30 Business Days values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2001, July 2001, and August 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-12-3	BellSouth's implemented and documented calculations for the Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-12-4	BellSouth's implemented and documented exclusions for the	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percentage of BFR/NBR Requests

Test Reference	Evaluation Criteria	Result	Comments
	Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM are consistent.		Processed Within 30 Business Days SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Bona Fide/New Business Request Process - Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days			
PMR5-12-5	BellSouth's Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth's Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2001, July 2001, and August 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-12-6	KPMG Consulting-calculated Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2001, July 2001, and August 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.

Test Reference	Evaluation Criteria	Result	Comments
PMR5-12-7	BellSouth's implemented and documented calculations for the Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-12-8	BellSouth's implemented and documented exclusions for the Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 320 evaluation criteria considered for the Metrics Calculations Verification and Validation Review (PMR5). Due to the recent introduction of PMAP 4.0, and the outstanding issues discovered in PMAP 2.6, no evaluation criteria have received a satisfied result. All 320

criterion must be reviewed against PMAP 4.0 and remain under test at the time of this draft publication.

As testing is still in progress, KPMG Consulting is unable to render a summary of findings at this time. As the test progresses, Section 4.0 and Section 6.0, of this report, will be updated. These sections will be finalized at test closure.

Appendix A

Statistical Analysis

KPMG Consulting
Draft Final Report as of June 21, 2002
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Statistical Analysis (Appendix A)

1.0 Introduction

Associated with each performance measure in the BellSouth OSS test is either a parity standard (for example, "ALEC orders are provisioned within the same time intervals as those for BellSouth retail") or a benchmark standard (for example, "90% of ALEC address verification requests are returned within 10 seconds").

When a parity standard applies, KPMG Consulting tested whether the performance measured in the test data is equal to the retail analog performance. When a benchmark standard applies, KPMG Consulting evaluated the test data against the fixed benchmark.

The statistical testing is subject to two types of statistical errors, Type I error and Type II error. A Type I error occurs if BellSouth fails a measure when it should have passed. A Type II error occurs if BellSouth passes a measure when it should have failed. Both benchmark and parity tests are subject to these types of error.

2.0 Statistical Methodology

The statistical methodology has several key components. First, Null and Alternative Hypotheses were established. Next, target Type I and Type II error rates were established. Finally, the evaluation method was established. The evaluation method specifies the exact statistical test to be performed.

2.1 Null and Alternative Hypotheses

A standard statistical hypothesis-testing framework was used in the BellSouth test. The two mutually exclusive hypotheses in the BellSouth evaluation were:

- Null Hypothesis: BellSouth is meeting or exceeding the standard.
- Alternative Hypothesis: BellSouth is not meeting the standard.

2.2 Test Error Levels

The Type I error was limited to 5% in this test.[1] This limit allows the Type II error to vary with sample size. In order to ensure that the Type II error is small, KPMG Consulting worked with the Florida Public Service Commission in advance of the test to ensure the precision for each Service Quality Measurement (SQM) is better than 20%.[2]

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[1] This Type I error applies regardless of whether the standard is a parity standard or the standard is a benchmark standard. Statistical tests are not applied for the purposes of ongoing monitoring of benchmarks, but there is a distinction in purpose between the OSS test and ongoing monitoring efforts. Ongoing monitoring efforts may determine whether BellSouth is performing below a standard for a specific set of data. The OSS test seeks to determine whether the test outcomes were consistent with an OSS that is generally operating at or above an acceptable level. As such, random variation in test outcomes is necessarily considered in the OSS test, via statistical testing, regardless of whether the appropriate standards are benchmarks or parity measures.

[2] This analysis was performed using BellSouth data, and applies to sample sizes in the major OSS testing areas. Precision was defined as the benchmark standard of 90%, if the true 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 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%

3.0 Statistical Evaluation Methods

The following tables summarize the evaluation method used for each type of measure. Note that for parity tests, two samples were compared, that of the KPMG Consulting test data and that of the BellSouth retail data.

Table A-1: Parity Test Evaluation Methods

Type Of Test	Rate or Interval	Sample Sizes
Permutation Test	Interval	Either sample < 200
Modified Z-Test	Interval	Both samples >= 200
Hypergeometric	Rate	Both samples < 10,000
Binomial	Rate	Either sample >= 10,000
Poisson	Rate – not proportion	NA

Table A-2: Benchmark Test Evaluation Methods

Type Of Test	Rate or Interval	KPMG Consulting Test Sample Size
Median Test (using Binomial)	Interval	<200
One sample t-test	Interval	>=200
Binomial	Rate	Any
Poisson	Rate – not proportion	Any

4.0 Description of Specific Evaluation Methods

Each of the tests listed above, with the exception of the modified z-test, is a standard statistical test. A description of these tests follows.

For parity tests of intervals, KPMG Consulting used a modified z-test for services/products where the sample size is greater than, or equal to, 200 for both the BellSouth retail and KPMG Consulting test data. For small samples (when one sample is less than 200), a permutation test was used. A permutation test does not make implicit assumptions about the probability distribution of the underlying data.

A modified z-test is similar to a two-sample t-test. Like the pooled variance version of the two-sample t-test, the modified z-test assumes, under the Null Hypothesis, that the BellSouth retail and the KPMG Consulting test data have equal variances. A modified z-test also assumes a large enough sample size to allow parametric assumptions of the test to be ignored. In particular, the modified z-test assumes the data come from a particular probability distribution called the Normal distribution. This assumption is practical for large sample sizes, because the distribution of the average of a large sample is close to a Normal distribution. The modified z-test only uses the BellSouth retail sample variance, not the pooled variance. The result is a test with greater power for testing against alternatives where the KPMG Consulting test data variance is higher.

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for a performance is at 80%. While these considerations were not part of the specific design for the BellSouth test, the sample sizes in the test meet the minimum sample size criteria used in these other tests.

For parity tests of rates, a Hypergeometric test was used when sample sizes are less than 10,000 for both the BellSouth retail and KPMG Consulting test data. The Hypergeometric test allows for an exact measurement of the statistical probabilities for Type I and Type II errors. When either the BellSouth retail or KPMG Consulting test sample size is greater than or equal 10,000, a Binomial test was used. The Binomial test assumes the BellSouth retail proportion is exact, but will not affect the test results for large samples. While using a Binomial test instead of a Hypergeometric test could result in a different outcome, KPMG Consulting found no cases in the test data where such a difference in outcome existed. In those rare cases for which a metric required calculation of a rate that is not a proportion, KPMG Consulting used a Poisson distribution with the BellSouth retail mean to test for parity (for all sample sizes).

For benchmark tests for intervals, a one-sample t-test was used for sample sizes above 200. For sample sizes below 200, a Binomial test was used, and the Null Hypothesis will assume the median of the data equals the benchmark.

For benchmark tests for rates, a Binomial test was used. The Binomial test allows for an exact measurement of the statistical probabilities for Type I and Type II errors. In the rare cases for which a metric requires calculation of a rate that is not a proportion, KPMG Consulting used a Poisson distribution to test against the benchmark.

Appendix B

Glossary

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Glossary (Appendix B)

Term	Definition
271 Application	An application to offer long distance services from an RBOC to a state or federal regulatory agency. In order to grant this application, the agency must find the applicant is in compliance with the 14 point competitive checklist described in the 1996 Telecommunications Act.
Access Carrier Name Abbreviation (ACNA)	A three to four character code used to identify a telecommunications carrier.
Access Daily Usage File (ADUF)	Billable call events and Inter-Exchange Carrier (IXC) access events result in the creation of an Optional Daily Usage File (ODUF) or an Access Daily Usage File (ADUF). The Daily Usage File (DUF) consists of outbound local usage, intra-LATA toll usage, BellSouth operator-handled calls and Interexchange Carrier (IXC) originating and terminating access records.
Access Service Request (ASR)	Form used to order dedicated facilities such as interoffice facilities.
Account Team Regional Collocation Coordinator	An Account Team Regional Collocation Coordinator (ATCC) serves as the main point of contact for establishing collocations.
Address Facility Inventory Group (AFIG)	The Address Facility Inventory Group (AFIG) is part of BellSouth's Network Infrastructure Support Center (NISC). The primary function of the AFIG is to assign facilities, such as loops, switch ports and cables pairs, to all types of wholesale and retail service orders.
Advanced Intelligent Network (AIN)	A network architecture that includes three basic call processing elements (i) Service Control Points (SCPs), (ii) Service Switching Points (SSPs), and (iii) Signal Transfer Points (STPs). An AIN SCP is a database that executes service application logic in response to queries sent to it by a SSP equipped with AIN functionality. AIN SSPs are digital phone switches that may query an SCP for customer specific instructions on how to process a call (routing, blocking, etc.). AIN STPs are packet switches that shuttle messages between an SSP and SCP or between SSP and SSP. All three communicate via out-of-band signaling using the Signaling System 7 (SS7) protocol as detailed below.
Advisory Team	The Advisory Team provides ALECs with information related to establishment of an account and acts as the interface between BellSouth and ALECs during the account establishment process.
Alternative Local Exchange Carriers (ALECs)	Alternative Local Exchange Carriers (ALECs) is the term used in Florida for the more broadly used term, Competitive Local Exchange Carriers (CLEC).
ALPHA Message Processor System	Message data is sent to the ALPHA Message Processor System for validation, editing, guiding and routing to appropriate systems for input into billing and/or DUF processing.
Application Program Interface (API)	BellSouth provides a standard Application Program Interface (API) from which ALECs can develop their own software applications to obtain information from BellSouth's pre-order and order systems.

Term	Definition
Assignment	Assignment is the BellSouth process of applying the designated telephone numbers, office equipment, and facilities required for the service ordered.
Automatic Call Distributor (ACD)	A specialized telephone system designed to route a center's incoming calls to all available personnel so that calls are evenly distributed. Also used in some centers to manage outgoing calls.
Auto-Clarification (CLR)	If data on the LSR is not correct, the ALEC may receive an Auto-Clarification (CLR), which is a system response requesting corrections or additional information.
Automatic Message Accounting (AMA)	Billing records of toll calls made by a subscriber.
BARNEY	The data captured in the Legacy/Source systems for Service Quality Measurement (SQM) reports is transferred daily to the Interexchange Carrier Analysis and Information System (ICAIS) data warehouse, more commonly referred to as Barney (not an acronym).
BellSouth Resale Information Tracking Enabler (BRITE)	Service Orders are tracked internally through the BellSouth Resale Information Tracking Enabler (BRITE) at the CRSG.
BellSouth Technology Systems Integration (BTSI)	BellSouth Technology Systems Integration (BTSI) is the liaison between BellSouth and the OSS development vendors.
Bill Cycle	A grouping of customers that are selected according to a predetermined schedule for billing, generally monthly. Customers are assigned to a bill cycle by BellSouth to distribute accounts in a manner to allow efficient use of resources. Alternatively, customers' are allowed to select a bill cycle. These principles apply to both wholesale and retail billing.
Bill Cycle Balancing	The procedure by which the charges associated with the inputs of a billing cycle is reconciled with the charges of the outputs of the billing cycle.
Bill Period	The period of time covered by a customer bill. Each end user has one bill per bill period.
Billing Adjustment Request (BAR)	ALEC completes the Billing Adjustment Request (BAR) form, which can be found on-line on the BellSouth Interconnection website, to file a request for an adjustment.
Billing & Collection Center (B&CC)	The B&CC is a center designed to handle billing disputes.
Billing Control Group	The Billing Control group is responsible for monitoring bill-balancing activities to ensure data completeness, rating accuracy, billing accuracy and system change control.
Billing Dispute Activity Tracking System (BDATS)	Billing Dispute Activity Tracking System (BDATS) is a BellSouth system used to analyze billing disputes filed by wholesale customers.

Term	Definition
Billing Telephone Number (BTN)	The number to which charges from a given telephone service is billed.
Business Office Customer Record Inventory System (BOCRIS)	Provides service order information including Name, Address, Class of Service, Maintenance Plan, Restrictions, Features, and Preferred Interexchange Carrier (PIC).
Casual Usage	Telephone usage dialed through a calling card or 10XXXX.
Central Office (CO)	Central office is a telephone company building where subscribers lines are joined to switching equipment for connecting other subscribers to each other, either locally or long distance.
Central Office – Frame Work Group (CO-FWG)	Following FOC generation, non-designed orders proceed to downstream systems and organizations such as the Central Office-Frame Work Group (CO-FWG) for installation orders that require central office (CO) work.
Central Office Profile System (COPS)	COPS database stores information about the central offices for which the NRC is responsible for surveillance and analysis. The information stored includes the fieldwork group personnel with local responsibility, their contact numbers, the office location including the street address, and the number of working lines.
Centralized Message Distribution System (CMDS)	The Centralized Message Distribution System (CMDS) forwards rated out-collect usage from the originating ILEC to the billing ILEC.
Centralized Reconciliation Group (CRG)	The Centralized Reconciliation Group (CRG) within BellSouth's Treasury Organization compares customer payments received to bank deposits to ensure payments and deposits are in balance.
Change Control Board	The Change Control Board (CCB), which is comprised of BellSouth managers, makes decisions about change requests to the Service Quality Measurement (SQM) reports, systems, and process.
Change Control Manager (CCM)	BellSouth's Change Control Manager (CCM) examines the accuracy, completeness, and scope of the change requests to Service Quality Measurement (SQM) reports, systems and processes, and determines whether additional information or clarification is required before proceeding through the process.
Change Control Process (CCP)	The Change Control Process (CCP) is used to manage all changes to the current BellSouth OSS interfaces that impact ALECs.
Change Management	The process by which changes to systems and processes are introduced at BellSouth.

Term	Definition
Change Request	Changes to BellSouth systems and processes are initiated through Change Requests. The CCP supports the following types of Change Requests: Type 1 – System Outages; Type 2 – Regulatory Changes; Type 3 – Industry Standard Changes; Type 4 – BellSouth-Initiated Changes; Type 5 – ALEC-Initiated Changes; and Type 6 – Correction of System and Documentation Defects.
Circuit Provisioning Group (CPG)	Designed orders flow to the Circuit Provisioning Group (CPG) for circuit design.
CLEC Application Verification Environment (CAVE)	The CLEC Application Verification Environment (CAVE) test environment is used to test new software releases for ALECs and Vendors that have completed certification testing and are already in production with BellSouth.
CLEC Test Environment (CTE)	In order to properly test and enhance their EDI and TAG interface capabilities, ALECs are provided access to the CLEC Test Environments (CTEs); these environments are separate from production and are specifically designed for ALEC testing.
Collocation	An ALEC can locate its telecommunications equipment within an ILEC central office to allow the ALEC to interconnect with the ILEC switch. A collocation can take two general forms: virtual or physical. A virtual collocation consists of an ALEC providing and transferring ownership of their telecommunication equipment to BellSouth for a fee. A physical collocation provides a secure area in a central office for the ALEC to own, install, maintain, and administer its own telecommunications equipment.
Common Access Front End (CAFÉ)	Trunking requests are submitted, tracked and monitored using the Common Access Front End (CAFÉ) and Exchange Access and Control Tracking (EXACT) systems. CAFÉ is the system used by ALECs to submit Access Service Requests (ASRs) for trunks while EXACT is the system used by BellSouth to monitor and track trunk requests.
Competitive Access Provider (CAP)	CAPs provide an alternative means of establishing a connection between a user organization and an Interexchange Carrier.
Completion Notice	BellSouth transmits a Completion Notice (CN) to the ALEC indicating successful activation of an order.
Complex Resale Support Group (CRSG)	The Complex Resale Support Group (CRSG) provides work center support for ALEC customers with Complex Resale and Unbundled Network Elements (UNE) orders that require pre-order activity such as facilities assignment.
Complex Translations Group (CTG)	The Complex Translations Group (CTG) is a part of the NISC and is responsible for completing switch translations for Centrex, area code overlays, area code splits, and new NXXs.

Term	Definition
Computer System for Mainframe Operations (COSMOS)	Provides frame data used in problem analysis.
Corporate Documentation Information Access (CDIA)	BellSouth personnel have access to M&P documentation through an intranet-based document repository called the Corporate Documentation Information Access (CDIA) database.
Corporate Order Gateway (COG)	Digital Subscriber Line (xDSL) orders enter BellSouth's OSS through LEO, where they are routed to the Corporate Order Gateway (COG), where they undergo all required edits. The orders then travel to SOCS for processing.
Correction Online of Usage Errors (CLUE)	After receiving errors from usage editing, MIC uses the Correction Online of Usage Errors (CLUE) application to organize message errors with common characteristics for more efficient investigation. Once resolved, corrected usage may be released for billing, deleted (when no revenue was earned), or marked as un-billable (when revenue was earned but cannot be billed).
Customer Contact Team (CCT)	After a metrics change is implemented, BellSouth's Customer Contact Team (CCT) provides notification of the implemented metrics change to the FPSC, ALECs, and internal BellSouth customers.
Customer Record Information System (CRIS)	System used in the customer billing process.
Customer Service Record (CSR)	The record of the fixed monthly charges billed by the local telephone company to a specific customer.
Customized Large User Bill (CLUB)	A paper bill format generated by the CRIS billing system.
Customer Wholesale Interconnection Network Services (CWINS) Center	The Customer Wholesale Interconnect Network Services (CWINS) Center has three locations: Birmingham, Alabama; Duluth, Georgia; and Jacksonville, Florida. All three centers are redundant from a functional perspective, with each center serving specific ALECs within a defined geographic region. The centers are divided into a Screening Group, a Provisioning Group, and a Maintenance & Repair (M&R) Group.
Daily Usage File (DUF)	A daily download of usage data from the switch that is delivered to BellSouth's message processing system and subsequently sent to the ALEC. Sometimes referred to as Daily Usage Feed.
Demarcation Point (D – Mark)	The point of a demarcation and/or interconnection between telephone company facilities and terminal equipment or wiring at a subscriber's premises.
Dimensional Data Store (DDS)	The Normalized Operational Data Store (NODS) is used to maintain data in preparation for generating the monthly SQM reports. NODS passes the data to the Dimensional Data Store (DDS), which summarizes and aggregates the data.

Term	Definition
Direct Inward Dialing (DID)	The ability for a caller outside a company to call an internal extension without having to pass through an operator or attendant.
Diskette Analyzer Bill (DAB)	A paper image bill in a CD-ROM format generated by the CRIS billing system.
Display Abbreviated Trouble History (DATH)	Display Abbreviated Trouble History (DATH) is an LMOS trouble history report showing the close out information on the previous trouble report.
Display Extended Trouble History (DLETH)	Display Extended Trouble History (DLETH) is an LMOS trouble history report showing each line of status on previous trouble reports.
Display Line Record (DLR)	Display Line Record (DLR) is a depiction of the customer's Line Record in LMOS.
Due Date (DD)	The Due Date (DD) is the date on which BellSouth commits to completing a request for service.
Earning Telephone Number (ETN)	Earning Telephone Number (ETN) is the sub-account where the service is charged or earned.
Electronic Communications (EC) Support Group	The Electronic Communications (EC) Support Group is the single point of contact for BellSouth wholesale customers who require technical support related to the BellSouth OSS.
Electronic Communication Trouble Administration (ECTA)	An electronic bonding system that provides connectivity to BellSouth's backend Loop Maintenance Operating System (LMOS) and Work Force Administration (WFA) systems.
Electronic Data Interchange (EDI)	The Electronic Data Interchange (EDI) is a batch driven machine-to-machine interface, which uses industry standards as its foundation. Business files are exchanged between BellSouth computer applications and ALEC computer applications that are encoded to comply with standard EDI transaction set for data transmission.
Electronic Communications (EC) Support Group	Electronic Communications (EC) Support Group is the single point of contact for BellSouth wholesale customers who require technical support related to the BellSouth OSS.
Electronic Technicians (ET)	Electronic Technicians (ETs) are responsible for taking trouble reports from ALECs, performing required testing to isolate the fault, and dispatching trouble reports to the appropriate group if the trouble reported cannot be cleared by the ET.
Electronic Toll Collections System (ETCS)	Usage data recorded by BellSouth switches is polled by the BellSouth's Electronic Toll Collections System (ETCS) every four hours to download message data for processing.
Entrance and Exit Criteria	The necessary conditions for starting or completing individual tests described in the Master Test Plan.
Evaluation Criteria	Discrete set of measures applied to specific test components.

Term	Definition
Exchange Access and Control Tracking (EXACT)	BellSouth's Exchange Access and Control Tracking (EXACT) system an automated system used to process customers' access service requests to SOCS.
Exchange Message Interface (EMI)	A guideline published by the Ordering and Billing Forum (OBF), an industry wide billing group, that shows the format in which usage data is passed to the ALEC.
Expected Results Worksheet	A report format that lists the expected results for each test while allowing the tester to record the current results of the test. This allows an easy comparison of data.
Field Identifier (FID)	The service order process uses the USOC, along with field identifiers, to provision, bill, and maintain services and equipment. The USOC is to define a customer's service and equipment. FIDs are used to describe more detailed and specific attributes of those USOCs.
Financial Database (FDB)	Following receipt and depositing of customer payments, payments are transferred to the cash processing group for entry into the Financial Database (FDB) for updating to customer accounts.
Firm Order Confirmation (FOC)	The Firm Order Confirmation (FOC) is generated by SOCS and is delivered to the ALEC. The FOC is confirmation that the LSR was validated by BellSouth and also contains the Due Date (DD) on which BellSouth commits to completing the request.
Flow-Through (FT)	An order placed by an ALEC that has the potential to be provisioned correctly without manual intervention by BellSouth.
Florida Interim Performance Metrics	The BellSouth OSS Test SQM Plan, Florida Interim Performance Metrics document defines each of the SQMs included in the OSS test. The specific exclusions, business rules, levels of desegregation, calculation description, and other information pertaining to report structure, data retention, and evaluation standards are identified in this document.
Florida Public Service Commission (FPSC)	The Florida Public Service Commission (FPSC) regulates ILECs and ALECS, as well as other companies in the telecommunications industry operating in Florida, to safeguard both the utilities and citizens of Florida. The FPSC protects consumers from unreasonable rates and terms of service, encourages maximum efficiency in utility company operations and management, helps the public deal with regulated companies, and establishes regulatory standards and applies them in a fair and consistent manner.
Functional Acknowledgment (FA)	Upon receipt of a Local Service Request (LSR), BellSouth returns a Functional Acknowledgment (FA), indicating that the file was received.
Graphical User Interface (GUI)	A computer interface that allows users to access programs and enter data such as direct order entry by ALECs.
Hot Cut	A term used to describe the work done at the main distribution frame during the transfer of live service from one service provider to another service provider. Also referred to as Loop Migrations or Loop Conversions.

Term	Definition
Incumbent Local Exchange Carrier (ILEC)	The local exchange carrier for a particular area.
Interconnection Network Access Coordinator (INAC)	The Interconnection Network Access Coordinator (INAC) tracks the progress of a collocation project in the e-Application system, which is updated by various internal BellSouth groups working on the collocation project.
Interexchange Carrier Analysis and Information System (ICAIS)	The data captured in the legacy/source systems for Service Quality Measurement (SQM) reports is transferred daily to the Interexchange Carrier Analysis and Information System (ICAIS) data warehouse, more commonly referred to as Barney (not an acronym).
Interoffice Facilities (IOF)	A high capacity digital transmission path that is dedicated for the transport of local, toll, and/or access traffic between central offices. IOF can be dedicated to BellSouth, an Alternative Local Exchange Carrier (ALEC) or shared among numerous carriers. The ALEC can purchase IOF in DS1 through DS3 transport levels.
Interoffice Facilities (IOF) Dedicated Trunk Port	A dedicated high capacity termination on a BellSouth switch (i.e., tandem or end office) for the exchange of local, toll and/or long distance traffic between BellSouth's switches and the other carrier's (ALEC/IXC) switches.
Interdepartmental Billing Information System (IBIS)	The Interdepartmental Billing Information System (IBIS) creates error cases and allows the MIC to communicate and track errors between BellSouth departments.
Interim Performance Metrics Work Group	The Florida Public Service Commission (FPSC) established an Interim Performance Metrics Work Group, comprised of representatives from the FPSC staff, BellSouth and the ALEC community, and initiated a process for obtaining input regarding metrics for use in OSS testing.
Intermediate Status Codes (ISTs)	When troubles are dispatched either in or out, the dispatch is mechanized in LMOS and completed using Intermediate Status Codes (ISTs).
Job Management Operations System (JMOS)	Provides outside plant and construction workload scheduling and reporting. Used to track contractors performing buried service wire activity.
Local Access and Transport Area (LATA)	A geographic area established by law within which an ILEC may offer telecommunications services.
Local Carrier Service Center (LCSC)	The Local Carrier Service Centers (LCSC) are the primary BellSouth work centers for providing ALEC support for pre-order and order processing.
Local Exchange Navigation System (LENS)	The Local Exchange Navigation System (LENS) is a Graphic User Interface (GUI) that connects directly into BellSouth's OSS and is based on the TAG architecture. This interface was developed to provide ALECs with an alternative method of connection to BellSouth through the internet.

Term	Definition
Local Exchange Ordering (LEO)	Following entry of orders into the OSS, flow-through eligible orders travel through the Local Exchange Ordering (LEO) system and the Local Exchange Service Order Generator (LESOG) to receive a Firm Order Confirmation (FOC) without human intervention from the Local Carrier Service Center (LCSC).
Local Exchange Service Order Generator (LESOG)	Following entry of orders into the OSS, flow-through eligible orders travel through the Local Exchange Ordering (LEO) system and the Local Exchange Service Order Generator (LESOG) to receive a Firm Order Confirmation (FOC) without human intervention from the Local Carrier Service Center (LCSC).
Local Interconnect Service Center (LISC)	Orders for local exchange trunks and facilities are processed at the Local Interconnect Service Center (LISC).
Local Primary Inter-Exchange Carrier (LPIC)	Pre-designated Intra-LATA Carrier is the telephone company chosen by the end user as being the default carrier for calls outside the local calling area, but within the same LATA.
Local Service Confirmation (LSC)	A response from BellSouth to the ALEC that acknowledges a successful receipt of an order.
Local Service Request (LSR)	Form sent from an ALECs to an ILEC initiating an end user requested change to local telephone service.
Local Ordering Imaging System (LOIS)	Manual orders may be sent via faxes that are automatically imaged, assigned an image number, and stored in the Local Ordering Imaging System (LOIS) fax server as they are received at the LCSC.
Local Service Request Router (LSRR)	Orders sent through EDI enter BellSouth's OSS through the Local Service Request Router (LSRR).
Loop Facility Assignment and Control System (LFACS)	Provides facility data used in problem analysis.
Loop Facility Assignment and Control System (LFACS)	A facility assignment and inventory data base
Loop Maintenance Operations System (LMOS)	A maintenance management and repair delivery system used by BellSouth for M&R activities related to POTS services.
Loop Migrations	Loop Migrations (Hot Cuts) –During the provisioning process, loop migrations (also referred to as hot cuts) occur when live service from one service provider is transferred to another service provider. Frame technicians migrate the lines at the main distribution frame (MDF) on the committed due date. The hot cut is expected to start at the Frame Due Time (FDT) as indicated on the LSR.
LMOS Display Abbreviated Trouble History (DATH)	A trouble history report showing the close out information on the previous trouble report.

Term	Definition
LMOS Display Extended Trouble History (DLETH)	A trouble history report showing each line of status on previous trouble reports.
LMSO Display Line Record (DLR)	Displays the customer's Line Record in LMOS.
Local Number Portability (LNP)	Local Number Portability (LNP) is the process that allows customers to retain their existing telephone number when they migrate to an ALEC. During this process, BellSouth coordinates actions with the ALEC acquiring the account and the Number Portability Administration Center (NPAC is the agency that maintains LNP databases).
Main Distribution Frame (MDF)	The primary point at which outside plant facilities terminate within a central office for interconnection to other telecommunications facilities within the central office.
Master Account	BellSouth's ALEC bills are structured in a hierarchical manner. At the top of the hierarchy is the Master Account or "Q" account. Charges are aggregated under the Master Account, which also identifies each type of service.
Master Test Plan (MTP)	Identifies the overall framework and structure of the OSS test.
Mechanized Loop Test (MLT)	A loop test used to initially test a POTS loop during trouble shooting. Provides loop testing on the customer's line and diagnostic recommendations.
Memory Administration Recent Change History (MARCH)	A system that implements Central Office translations changes. As an example, it provides the mechanism to add or delete features to or from a line.
Message Investigation Center (MIC)	Usage processing systems edit usage for accuracy and completeness and send errors and usage that cannot post to an account to the Message Investigation Center (MIC) for correction and reentry to the process.
Network Data Mover (NDM)	Network Data Mover (NDM) is a transmission medium used to transmit data between BellSouth and ALECs.
Network Design	The network design process allows an ALEC to establish a presence in a BellSouth switch.
Network Event Reporting System (NERS)	NERS is the primary system used for the logging of network failures and abnormal reporting criteria. NERS is a data store that automatically populates managerial reports, sent to affected turfs, with desired data on a particular outage.
Network Monitoring Analysis (NMA)	The NMA system monitors all network facilities in the BellSouth footprint for abnormalities and provides transport trouble alarm information.
Network Fault Monitoring (NFM)	The NFM system features awareness screens that provide alarm condition descriptions for switch and facility alarms.

Term	Definition
Non-Flow-Through (NFT)	An order placed by an ALEC that can be provisioned correctly only with manual intervention by BellSouth.
Normalized Operational Data Store (NODS)	The Normalized Operational Data Store (NODS) is used to maintain data in preparation for generating the monthly SQM reports.
Number Portability Administration Center (NPAC)	Number Portability Administration Center (NPAC) is the neutral third party administrator of the industry database of ported numbers required by the process used to route calls to the correct subscriber following an end users change in local service provider.
Operating Company Number (OCN)	A four character code to identify any service provider.
Operation Support Systems (OSS)	Systems used to perform pre-ordering, ordering, provisioning, maintenance and repair, and billing.
Optional Daily Usage File (ODUF)	Billable call events and Inter-Exchange Carrier (IXC) access events result in the creation of an Optional Daily Usage File (ODUF) or an Access Daily Usage File (ADUF). The Daily Usage File (DUF) consists of outbound local usage, intra-LATA toll usage, BellSouth operator-handled calls and Interexchange Carrier (IXC) originating and terminating access records.
Other Charges and Credits (OC&C)	Fractional recurring and non-recurring customer bill charges are referred to as Other Charges and Credits (OC&C).
Outside Plant Construction Management System (OSPCM)	The Navigator compatible replacement for JMOS. It tracks outside plant construction including the burying of drop wires to a customer's property.
P-Value	The frequency that the test result would be observed, given the benchmark. When the p-value is low, it means either that BellSouth is not meeting the benchmark or that the result was an anomaly. To guard against the latter, that is referred to as Type I error, the p-value is set to 5% for all KPMG Consulting's quantitative tests.
Performance Measurements Analysis Platform (PMAP)	Performance Measurements Analysis Platform (PMAP) is the process of extracting, staging, selecting and transforming data for use in generating monthly SQM reports.
Plain Old Telephone Service (POTS)	The basic service supplying standard single line telephones, telephone lines and access to the public switched network.
Predictor	A system used to query central office translations; it identifies and verifies line features present on the customer's line.
Presale Quality Team (PQT)	The initial point of contact for an ALEC interested in obtaining access to the BellSouth OSS is the BellSouth Account Team or the Presale Quality Team (PQT).

Term	Definition
Primary Interexchange Carrier (PIC)	The long distance company to which interLATA traffic is automatically routed based on the dialing customers choice of carriers.
Provisioning	The act of supplying telecommunications services.
Provisioning Analyst Workstation System (PAWS)	Provisioning Analyst Workstation System (PAWS) is the work management system used to monitor and distribute RMA work for office equipment or switch ports and loop assignments within the AFIG.
Q Account	BellSouth's ALEC bills are structured in a hierarchical manner. At the top of the hierarchy is the Master Account or "Q" account. Charges are aggregated under the Master Account, which also identifies each type of service.
Raw Data User Manual (RDUM)	BellSouth publishes and posts a Raw Data User Manual (RDUM) monthly with Service Quality Measurement (SQM) changes listed in the Version Change Log on the BellSouth website. The RDUM documents the process to manipulate the raw data to recreate the SQM reports.
Recent Change Memory Administration Group (RCMAG)	Following FOC generation, non-designed orders proceed to downstream systems and organizations the Recent Change Memory Administration Group (RCMAG) for translations work.
Request for Manual Assistance (RMA)	Orders that fall out of the automated provisioning systems for manual intervention take the form of a Request for Manual Assistance (RMA).
Revenue Accounting Office (RAO)	The Revenue Accounting Office (RAO) receives recorded usage data for use in generating customer bills for both retail and wholesale customers.
Robust Telecommunications Access Gateway (RoboTAG)[1]	The Robust Telecommunications Access Gateway (RoboTAG) is a GUI that allows for bi-directional flow of information between BellSouth OSS and ALEC systems. The RoboTAG interface was developed by BellSouth and connects through the TAG interface.
Secured Network Element Contract Server (SNECS)	A peer to peer computer interface between TAFI and the Predictor and MARCH systems.
Service Order Communication System (SOCS)	Issues a service order when adding a new feature to a customer's line and verifies the status of an order. This is the BellSouth Service Order Processor.
Service Quality Measurement (SQM)	Service Quality Measurement (SQM) reports are based on raw data generated in BellSouth's legacy/source systems during the course of BellSouth's business operations. The reports, which are jointly defined by the FPSC and BellSouth, measure all aspects of the service provided to ALECs.

[1] As of April 3, 2002, the FPSC has removed RoboTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP).

Term	Definition
Signaling System 7 (SS7)	SS7 is a system used by network elements to exchange information over an out-of-band channel called an SS7 link. There are two distinct protocols used: (i) Integrated Services Digital Network User Part (ISUP), and (ii) Transaction Capabilities Application Part (TCAP). ISUP messaging allows an SSP to communicate with another SSP through an STP. Examples of information exchange include trunk reservation, trunk setup, and call teardown requests.
SWITCH/FOMS	Switch/Frame Operations Management System. SWITCH maintains the inventory of inside plant equipment. FOMS is used in the provisioning process to dispatch Central Office Technicians for inside plant wiring. Switch/FOMS is replacing COSMOS in BellSouth.
TASKMATE	The TASKMATE system sorts RMAs by error code and distributes them to CPG personnel.
TeamConnection	The change management process for SQM reports begins when a change request initiated by BellSouth is logged into BellSouth's internal change control database called TeamConnection, which tracks metric changes from initiation to completion.
Telecommunications Access Gateway	The Telecommunications Access Gateway (TAG) interface is a CORBA-based environment that allows for bi-directional flow of information between BellSouth's OSS and ALEC systems.
Test Bed	A set of fictitious customers that are designed to assist with testing. The test bed consists of working, virtual and physical lines and provisioned products, although the owning customer is fictitious. The test bed is used to test BellSouth system functions.
Translation	Translation is the programming of BellSouth services and features into the switch.
Trouble Analysis Facilitation Interface (TAFI)	TAFI is a rules-based system that provides automated trouble receipt and screening functionality to both ALEC and BellSouth retail repair center users.
Unbundled Loop	A transmission channel between an end user location and the ILEC main distributing frame within the central office.
Unbundled Network Element (UNE)	One of the network elements defined by the Telecommunications Act of 1996.
Unbundled Network Element – Platform (UNE-P)	This consists of a loop and access to the ILEC switch sold in combination to an ALEC. UNE-P service provides all network elements necessary for providing service to the customer without requiring the ALEC to combine the elements themselves through collocation or to own any network facilities itself. Also referred to as Network Switched Combinations.
Unbundled Port	An interface on a local switching system that is not bundled with a loop or transport facility, and provides access to and from the switch and the functionality of the local switching system.

Term	Definition
Uniform Service Order Code (USOC)	Uniform Service Order Code is a structured language that allows for the development of software to support service order systems in the telephone industry. The service order process uses the USOC, along with field identifiers, to provision, bill, and maintain services and equipment.
Virtual Expanded Interconnection Service (VEIS)	A Virtual Expanded Interconnection Service (VEIS), or virtual collocation, consists of an ALEC providing and transferring ownership of their telecommunication equipment to BellSouth for a nominal fee.
Volume System Readiness Tests (Volume SRT)	Prior to the start of the normal volume test, KPMG Consulting undertook a series of Volume System Readiness Tests (Volume SRTs), which were designed to ensure the functionality of KPMG Consulting's transactional systems.
Wholesale Billing Support (WeBS)	The Wholesale Billing Support (WeBS) group is an extension of the ALEC's account manager for order processing issues.
Work Force Administration	The principal maintenance and repair management, provisioning management, and tracking system used by BellSouth coordination centers to deliver and maintain telecommunications services.
Work Management Center (WMC)	The Work Management Centers (WMC) are the dispatch centers for BellSouth.

Appendix C

Acronym Dictionary

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Acronym Dictionary (Appendix C)

Acronym	Definition
ACD	Automatic Call Distributor
ACNA	Access Carrier Name Abbreviation
ADUF	Access Daily Usage File
AFIG	Address Facility Inventory Group (AFIG)
AIN	Advanced Intelligent Network
ALEC	Alternative Local Exchange Carriers
AMA	Automatic Message Accounting
ANSI	American National Standards Institute
API	Application Program Interface
ATCC	Account Team Regional Collocation Coordinator
BAR	Billing Adjustment Request
B&CC	Billing & Collections Center
BDATS	Billing Dispute Activity Tracking System (BDATS)
BOCRIS	Billing Operations Customer Relations Information System
BOS/BDT	Billing Output Specification/Bill Data Tape
BRC	Business Repair Center
BTN	Billing Telephone Number
BTSI	BellSouth Technology Systems Integration (BTSI)
CAFÉ	Common Access Front End
CARE	Customer Account Record Exchange
CAVE	CLEC Application Verification Environment
CCB	Change Control Board
CCM	Change Control Manager
CCT	Customer Contact Team
CCP	Change Control Process
OCN	Operating Company Numbers
CDIA	Corporate Documentation Information Access
CLEC	Competitive Local Exchange Carrier
CLUB	Customized Large User Bill
CLUE	Correction Online of Usage Errors

Acronym	Definition
CMDS	Centralized Message Distribution System
CN	Completion Notice
COT	Central Office Technician
CO	Central Office
COG	Corporate Order Gateway
COPS	Central Office Profile System
COSMOS	Computer System for Mainframe Operations
CPG	Circuit Provisioning Group (CPG)
CPE	Customer Provided Equipment (sometimes referred to as Customer Premise Equipment)
CR	Change Request
CRG	The Centralized Reconciliation Group
CRIS	Customer Record Information System
CRSG	Complex Resale Support Group
CSR	Customer Service Record
CTE	CLEC Test Environment
CTG	Complex Translations Group
CWINS	Customer Wholesale Interconnection Network Services Center
DAB	Diskette Analyzer Bill
DATH	Display Abbreviated Trouble History
DD	Due Data
DDS	Dimensional Data Store
DLETH	Display Extended Trouble History
DLR	Display Line Record
DOE	Direct Order Entry System
DUF	Daily Usage File
DD	Due Date
ECCG	Executive Customer Care Group
ECTA	Electronic Communication Trouble Administration
EDI	Electronic Data Interchange
EEL	Enhanced Extended Loop
ET	Electronic Technicians

Acronym	Definition
ETCS	Electronic Toll Collections System
ETN	Earning Telephone Number
EXACT	Exchange Access and Control Tracking
FA	Functional Acknowledgment
FCC	Federal Communications Commission
FDB	Financial Database
FECO	Front End Close Out
FOC	Firm Order Confirmation
FPSC	Florida Public Service Commission
GUI	Graphical User Interface
IBIS	Interdepartmental Billing Information System
ILEC	Incumbent Local Exchange Carrier
INAC	Interconnection Network Access Coordinator
IOF	Interoffice Facilities
IST	Intermediate Status Codes
IT	Information Technology
IXC	Interexchange Carrier
JMOS	Job Management Operations System
LATA	Local Access and Transport Area
LCSC	Local Carrier Service Center
LCC	Load Control Center
LENS	Local Exchange Navigation System
LEO	Local Exchange Ordering
LESOG	Local Exchange Service Order Generator
LFACS	Loop Facility Assignment and Control System
LISC	Local Interconnect Service Center
LNP	Local Number Portability
LOIS	Local Ordering Imaging System
LON	Local Order Number
LPIC	Local Primary Inter-Exchange Carrier
LSR	Local Service Request

Acronym	Definition
LSRR	Local Service Request Router
MA	Missed Appointment
MCN	Major Customer Number
MARCH	Memory Administration Recent Change History
MI	Manual Interface
MIC	Message Investigation Center
MLT	Mechanized Loop Test
MTP	Master Test Plan
NDM	Network Data Mover
NERS	Network Event Reporting System
NFM	Network Fault Management
NID	Network Interface Device
NMA	Network Monitoring and Analysis
NPAC	Number Portability Administration Center
NODS	Normalized Operational Data Store
OC&C	Other Charges and Credits
ODUF	Optional Daily Usage File
OSPCM	Outside Plant Construction Management System
OSS	Operation Support Systems
OSSIG	Operational Support System Interconnection Gateway
PAWS	Provisioning Analyst Workstation System
PCN	Provisioning Completion Notices
PIC	Primary Interexchange Carrier
PMAP	Performance Measurements Analysis Platform
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PQT	Presale Quality Team
RAO	Revenue Accounting Office
RCMAC	Recent Change Memory Administration Center
RDUM	Raw Data User Manual
RFMC	Regional Force Management Center
RMA	Request for Manual Assistance

Acronym	Definition
PMAP	Performance Measurements Analysis Platform
RoboTAG	Robust TAG
RRC	Residential Repair Center
RVV	Recording Volume Verification System
SBRC	Small Business Repair Centers
SME	Subject Matter Expert
SOCS	Service Order Communication System
SQM	Service Quality Measurement
SS7	Signaling System 7
SWITCH/FOMS	Switch/Frame Operations Management System
TAG	The Telecommunications Access Gateway
TAFI	Trouble Analysis Facilitation Interface
UNE	Unbundled Network Element
UNE-L	Unbundled Network Element - Loop
UNE-P	Unbundled Network Element – Platform
USOC	Universal Service Order Code
VEIS	Virtual Expanded Interconnection Service
WeBS	Wholesale Billing Support
WFA/C	Workforce Administration/Control
WFA/DI	Workforce Administration/Dispatch In
WFA/DO	Workforce Administration/Dispatch Out
WMC	Work Management Center

Appendix D

Exception List and Status

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Exception List and Status (Appendix D)

Exceptions were used as an early warning process to notify the Florida Public Service Commission (FPSC), BellSouth, ALECs and other involved parties of a significant deficiency identified during the OSS test that was not expected to satisfy one or more of the defined test evaluation criteria if not corrected before conclusion of the test. Exceptions were issued where a component of the OSS did not function as described in BellSouth practices, procedures, policies, systems or other documentation and where the impact would seriously impede an ALEC from competing on a level playing field. Such a deficiency related to specific evaluation criteria for a given test and if not corrected, would result in a "Not Satisfied" at test completion.

Exceptions provided BellSouth with a formal means of obtaining information about these deficiencies immediately after identification so that corrective action plans could be initiated, and, if possible, completed before publication of the final report. Prior to release of an Exception, KPMG Consulting conducted a thorough investigation of the situation including management review and authorization. The FPSC's website provided public access to information about Exceptions. In addition, the FPSC facilitated formal weekly discussions between involved parties to allow for timely exchange of information including status of corrective action plans. Once received, the formal BellSouth written response was posted to the FPSC sponsored website. If in the response to the Exception, BellSouth made a change to a process, system, or documentation, KPMG Consulting retested the area as appropriate. If the retest was successful and no further problems were identified, KPMG Consulting recommended closure of the Exception to the FPSC. With the concurrence of the FPSC, the Exception was closed. If an Exception was not resolved, the cycle continued until closure was reached, no further action was warranted, or the FPSC specifically exempted the Exception from further testing.

The table below lists each Exception issued during the BellSouth OSS test and its status at test completion.

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
1	RMI	PPR5	BellSouth's electronic data interchange (EDI) test environment is inadequate for testing of a CLEC's EDI interface. The EDI test environment does not allow a CLEC to fully test Local Number Portability (LNP) without the use of live customers.	Closed	7/26/2000	11/09/2000
2	RMI	PPR5	Inconsistencies and omissions in the BellSouth EDI Specifications Guide (EDI Specifications) and the BellSouth Rules for Local Ordering – OSS99 (Business Rules) prevent the development of an EDI interface between BellSouth and a CLEC.	Closed	8/02/2000	2/08/2001
3	RMI	PPR5	The test cases BellSouth provides a CLEC for electronic data interchange (EDI) end-to-end testing are either incomplete or incorrect.	Closed	8/04/2000	11/09/2000

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
4	RMI	PPR2	BellSouth does not have documented procedures for interaction with CLECs during the account establishment and management process.	Closed	8/08/2000	7/19/2001
5	RMI	PPR1	BellSouth does not follow their documented process of providing proper time intervals when posting documentation changes.	Closed	8/17/2000	1/18/2001
6	RMI	PPR5	BellSouth lacks an appropriate process, methodology and a robust test environment for testing of the electronic data interchange (EDI) interface.	Closed	9/21/2000	3/21/2002
7	RMI	PPR5	BellSouth does not have sufficient, publicly available, documentation that provides information to a CLEC about how to establish physical connectivity with the Electronic Communications Trouble Administration (ECTA) interface.	Closed	10/3/2000	6/22/2001
8	RMI	PPR5	Bell South lacks a consistent and documented process to enable a CLEC to independently develop an Electronic Communications Trouble Administration (ECTA) interface.	Closed	10/10/2000	8/16/2001
9	RMI	PPR4	BellSouth does not have documented procedures for the CLEC training management practices and program administration.	Closed	11/14/2000	4/05/2001
10	Metrics	PMR5	KPMG Consulting has found that BellSouth's implemented metrics calculations for the "Ordering: Local Number Portability (LNP) – Reject Interval" Service Quality Measurement report (May 2000) are inconsistent with the documented metrics calculations.	Closed	12/04/2000	5/22/2002
11	Metrics	PMR5	KPMG Consulting has found that BellSouth's implemented metrics calculations for the Ordering: Local Number Portability (LNP) Firm Order Confirmation Timeliness Service Quality Measurement report (May 2000) are inconsistent with the documented metrics calculations.	Closed	12/04/2000	9/13/2001
12	RMI	PPR1	BellSouth does not adhere to the procedures for System Outages (Type 1) established in the BellSouth Change Control Process, version 2.0.	Closed	2/14/2001	1/31/2002
13	Billing	TVV10	BellSouth failed to deliver at least 95% of Daily Usage File (DUF) records within six calendar days following the date the calls were placed.	Closed	2/27/2001	1/31/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
14	Metrics	PMR1	BellSouth has inconsistent retention periods for the unprocessed data that is required to calculate LNP (Local Number Portability) Service Quality Measurements.	Closed	2/27/2001	6/22/2001
15	Metrics	PMR5	KPMG Consulting cannot determine whether BellSouth is producing complete Service Quality Measurement (SQM) reports, as ordered by the FPSC, for the Metrics Calculations Verification and Validation Review test due conflicting information in the public order from the Florida Public Service Commission.	Closed	3/05/2001	8/16/2001
16	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9K, does not offer CLECs the ability to submit an order for the partial migration of a customer's unbundled (UNE) loops.	Closed	3/05/2001	1/10/2002
17	OM	TVV1	BellSouth does not offer CLECs the ability to Migrate a retail customer to a CLEC using an Enhanced Extended Link (EEL).	Closed	3/06/2001	5/24/2001
18	RPM	PPR16	The BellSouth Network Reliability Center (NRC) fails to provide proactive notification to CLECs on Network/Switch outages affecting their end users.	Closed	3/12/2001	4/19/2001
19	OM	TVV1	BellSouth's Network Services Customer Services does not provide consistent access to Customer Support Manager (CSM) during high-volume for Competitive Local Exchange Carriers (CLEC) calls.	Withdrawn	3/12/2001	Withdrawn 3/22/2001
20	RMI	PPR5	BellSouth does not appear to have public documentation available for CLECs to establish connectivity for TAG, one of their preordering and ordering interfaces.	Closed	3/12/2001	9/06/2001
21	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) – Percent Rejected Service Requests" Service Quality Measurement (SQM) report for the CLEC Aggregate (January 2001). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Closed	3/12/2001	5/24/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
22	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Disconnect Timeliness Interval & Average Disconnect Timeliness Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Closed	3/12/2001	2/28/2002
23	RMI	PPR1	The distribution of Carrier Notification information associated with the BellSouth Change Control Process is not adequate. Furthermore, in BellSouth's implementation of the process, significant information is not included in the Carrier Notifications.	Closed	3/12/2001	8/02/2001
24	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Closed	3/12/2001	5/24/2001
25	RMI	PPR5	BellSouth does not have public documentation available for CLECs to correlate the available version(s) of the Telecommunications Access Gateway (TAG) interface with either the BellSouth Business Rules for Local Ordering OSS 99 or the BellSouth Pre-Order Business Rules.	Closed	3/12/2001	6/22/2001
26	RMI	PPR1	BellSouth does not have a clearly defined process for addressing the expedited release of BellSouth documentation defects.	Closed	3/12/2001	6/14/2001
27	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Troubles Within 30 Days of Provisioning (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000).	Closed	3/12/2001	2/13/2002
28	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS99, Issue 9K, provides ambiguous information on conditional usage notes of the LOCACT field, a conditional field on the EU form when submitted via the Telecommunications Access Gateway (TAG) interface.	Closed	3/12/2001	5/24/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
29	Billing	TVV10	BellSouth improperly populates the "ToNumber" field in the related Daily Usage File (DUF) record for customer service calls (611 calls) placed from telephone numbers within the "407" area code.	Closed	3/12/2001	7/19/2001
30	Billing	TVV10	BellSouth has improperly populated the "ToNumber" field in the Access Daily Usage File (ADUF) records for certain long distance calls.	Closed	3/12/2001	7/19/2001
31	Billing	TVV10	BellSouth failed to deliver Daily Usage File (DUF) records for toll free calls.	Closed	3/12/2001	7/19/2001
32	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9K, provides information inconsistent with the system responses being generated in reference to the Carrier Identification Code field, a conditional field on the Local Service Request form.	Closed	3/12/2001	7/19/2001
33	OM	TVV3	BellSouth Flow-Through documentation is incomplete and inconsistent, specifically the Flow-Through Ordering Matrix, Flow-Through Parameters, and the BellSouth Service Quality Measurement Plan LSR Flow-Through Matrix.	Closed	3/12/2001	7/19/2001
34	OM	PPR8	BellSouth does not have detailed and fully documented guidelines for Customer Support Manager interaction with CLECs during the ordering process.	Closed	3/13/2001	6/14/2001
35	RPM	PPR14	BellSouth processes for responding to customer requests for earlier appointments in the CWINS Center differ from those in the Small Business Telecommunications Center resulting in a disparity in service between wholesale and retail.	Closed	3/21/2001	1/17/2002
36	Metrics	PMR4	BellSouth does not properly construct the processed data used to validate certain Ordering Service Quality Measurements (Ordering: FOC timeliness {non-trunks} and Reject interval).	Open	3/21/2001	Testing in Progress
37	Billing	PPR10	BellSouth's Billing Work Center lacks a formal process for identifying and planning for variations in the level of staff required to support work load for the Billing Work Center/Help Desk.	Closed	3/22/2001	12/13/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
38	RPM	TVV8	BellSouth's Electronic Communications Trouble Administration (ECTA) system failed to process correctly following an outage and re-initialization.	Closed	3/27/2001	3/14/2002
39	OM	TVV1	A Local Service Office (LSO) field is not provided in the LENS interface where required for Port/Loop request types per BellSouth Business Rules for Local Ordering - OSS99, Issue 9K.	Closed	3/29/2001	7/26/2001
40	OM	TVV1	The Local Exchange Navigation System (LENS) interface does not consistently address service requests for ISDN UNE loops.	Closed	4/03/2001	8/23/2001
41	OM	TVV1	BellSouth does not consistently apply its Universal Service Order Code (USOC) business rules to requests for Unbundled Network Switched Combinations (REQTYP M).	Closed	4/04/2001	9/28/2001
42	OM	TVV1	The Telecommunications Access Gateway (TAG) interface does not accurately implement the End User information requirements contained in The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9L.	Closed	4/04/2001	2/28/2002
43	Billing	TVV11	BellSouth Resale bills fail to reflect usage charges for calls made by KPMG Consulting during the course of the Functional Usage Evaluation.	Closed	4/04/2001	2/14/2002
44	Billing	TVV11	BellSouth issued CABS bills, which reflect incorrect quantities for Unbundled Switching and Transport usage.	Open	4/04/2001	Testing in Progress
45	OM	TVV1	BellSouth Business Rules for Local Ordering - OSS99, Issue 9L, contains inconsistent and incomplete instructions necessary for Competitive Local Exchange Carriers (CLECs) to access and use BellSouth's systems.	Closed	4/12/2001	12/05/2001
46	OM	TVV1	The Telecommunications Access Gateway (TAG) and the Electronic Data Interchange (EDI) interfaces do not accurately apply the BellSouth Business Rules for Local Ordering – OSS '99, Issue 9L in relation to the Directory Listing (DL) form requirements.	Closed	4/12/2001	8/23/2001
47	Billing	TVV11	KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices.	Closed	4/17/2001	8/16/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
48	RPM	PPR9	BellSouth appears not to have formal and documented processes for capacity management in several functional centers that are involved in the provisioning of retail, resale and wholesale orders.	Closed	4/17/2001	8/09/2001
49	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9L , does not define a process for an unbundled loop (REQTYP A) service migration (ACT V) request from one CLEC to another CLEC.	Open	4/24/2001	Closure Recommended 6/19/2002
50	OM	TVV1	BellSouth Business Rules for Local Ordering - OSS99, Issue 9L , does not accurately define the method for successfully completing a Local Service Request (LSR) for a Directory Listing (REQTYP J) with ACT N or ACT R.	Closed	4/24/2001	8/23/2001
51	OM	TVV1	KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface.	Closed	4/26/2001	1/24/2002
52	OM	TVV1	KPMG Consulting did not receive timely mechanized Firm Order Confirmations (FOCs) from BellSouth's Telecommunications Access Gateway (TAG) interface.	Withdrawn	5/02/2001	Withdrawn 7/12/2001
53	OM	TVV1	KPMG Consulting has not received timely mechanized Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.	Withdrawn	5/02/2001	Withdrawn 7/12/2001
54	OM	TVV1	KPMG Consulting has not received timely mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.	Closed	5/02/2001	3/14/2002
55	OM	TVV1	Loop Conversions via LENS interface are receiving errors that are inconsistent with BellSouth Business Rules for Local Ordering - OSS99, Issue 9K.	Closed	5/10/2001	8/23/2001
56	Metrics	PMR5	KPMG Consulting has found that BellSouth's implemented metrics calculations for the "Ordering: Reject Interval (Trunks)" SQM report (March 2001) are inconsistent with the documented metrics calculations.	Closed	5/10/2001	7/26/2001
57	OM	PPR8	BellSouth does not have detailed guidelines for CLEC interaction with the Complex Resale Support Group (CRSG) during the ordering process.	Closed	5/10/2001	11/29/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
58	OM	TVV1	KPMG Consulting has not received timely mechanized rejects from BellSouth's Robust Telecommunications Access Gateway (ROBOTAG) interface.	Closed	5/14/2001	8/16/2001
59	Metrics	PMR2	KPMG Consulting has found that BellSouth's stated Business Rules in the Florida Interim Performance Metrics document for the "Operations Support Systems: Interface Availability (Pre-Ordering)" and "Operations Support Systems: Interface Availability (Maintenance & Repair)" Service Quality Measurements (SQMs) are ambiguous.	Closed	5/16/2001	7/19/2001
60	Billing	TVV11	BellSouth failed to cease billing on disconnected auxiliary lines.	Closed	5/21/2001	12/13/2001
61	OM	TVV1	KPMG Consulting has not received timely functional acknowledgements from BellSouth's Electronic Data Interchange (EDI) interface.	Withdrawn	5/22/2001	Withdrawn 7/12/2001
62	Billing	TVV11	BellSouth bills reflect a rate for a Service Order Mechanized Charge that is inconsistent with the rate contained in the Interconnection Agreement (IA) between BellSouth Telecommunications and the KPMG CLEC.	Closed	5/23/2001	5/22/2002
63	RPM	TVV8	The BellSouth Electronic Communication Trouble Administration (ECTA) system failed to appropriately process 'enterTroubleReport' transactions.	Closed	5/24/2001	1/17/2002
64	OM	TVV1	BellSouth Business Rules for Local Ordering - OSS99, Issue 9M, contains inconsistent instructions necessary for Competitive Local Exchange Carriers (CLECs) to access and use BellSouth's systems.	Closed	5/24/2001	11/29/2001
65	RMI	PPR2	The BellSouth Account Management Team does not have processes or documentation related to CLEC Collocation.	Closed	5/31/2001	11/29/2001
66	OM	TVV1	BellSouth's Unbundled Dedicated Transports EELs CLEC Information Package and BellSouth's Unbundled Dedicated Transports - Non-Switched Combinations CLEC Information Package do not provide accurate information that identify applicable Network Code (NC) and Secondary Network Code (SECNCI) for loop (PREQTYP A) service requests.	Closed	6/07/2001	8/16/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
67	RMI	PPR2	The Account Establishment and Management Process does not have defined processes or documentation related to the management of CLEC billing issues and activities.	Closed	6/07/2001	11/29/2001
68	OM	TVV1	BellSouth has no record of xDSL Local Service Requests (LSRs) that were submitted by KPMG Consulting via the Electronic Data Interchange (EDI) interface.	Closed	6/12/2001	11/29/2001
69	OM	TVV1	BellSouth does not provide an accurate method for assigning the Universal Service Order Code (USOC) to request BellSouth's Operator Services & Directory Assistance (OS/DA) Branding feature.	Closed	6/12/2001	11/29/2001
70	OM	TVV1	KPMG Consulting did not receive responses to orders sent via facsimile (fax) to the Local Carrier Service Center (LCSC).	Closed	6/12/2001	2/07/2002
71	OM	TVV1	KPMG Consulting has not received timely customer service record (CSR) pre-orders submitted via the Telecommunications Access Gateway.	Closed	6/28/2001	11/29/2001
72	OM	TVV2	KPMG Consulting has not received responses to multiple Local Service Requests (LSRs) submitted to BellSouth via facsimile (fax).	Closed	6/28/2001	3/14/2002
73	OM	TVV1	BellSouth is providing error and rejection responses that are inconsistent with the BellSouth Business Rules for Local Ordering - OSS99, for conversion requests for ISDN-BRI Resale service.	Closed	6/28/2001	8/23/2001
74	OM	TVV1	The RoboTAG interface does not provide access to fields that are required for non-designed loop service disconnect (REQTYP A / ACT D) and for ISDN BRI resale service disconnect (REQTYP E / ACT D) requests.	Closed	6/28/2001	4/17/2002
75	OM	TVV1	BellSouth's error responses are inconsistent with the BellSouth Business Rules for Local Ordering, OSS99, in reference to conversions of Retail, Resale, and UNE-P accounts to Line Sharing accounts (Request type A/ Activity Type V).	Closed	6/28/2001	5/29/2002
76	RPM	TVV4	BellSouth failed to provision disconnect orders properly with the expected intercept recording message.	Closed	6/28/2001	6/19/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
77	OM	TVV1	BellSouth Local Service Request (LSR) rejection messages are inconsistent with the BellSouth Business Rules for Local Ordering, OSS99 for designed UNE Loop with Number Portability service requests via the Telecommunications Access Gateway (TAG).	Closed	6/28/2001	1/09/2002
78	Metrics	PMR3	KPMG Consulting has found that BellSouth's implemented Metrics change control process is inconsistent with its documented Metrics change control process.	Closed	6/28/2001	9/13/2001
79	Billing	TVV10	BellSouth failed to deliver Daily Usage File (DUF) records for customer service calls (611) to the "561" & "850" area codes.	Closed	7/05/2001	11/08/2001
80	OM	TVV1	BellSouth Local Service Request (LSR) rejection messages are inconsistent with the BellSouth Business Rules for Local Ordering, OSS99 in reference to orders requesting an inside move for DS1 accounts.	Closed	7/05/2001	12/31/2001
81	Metrics	PMR2	KPMG Consulting has found that BellSouth's stated Business Rules in the Florida Interim Performance Metrics document for the "Change Management: Notification of CLEC Interface Outages Service Quality Measurement (SQM) are ambiguous.	Closed	7/10/2001	10/24/2001
82	RPM	TVV4	BellSouth's systems have not updated the directory listing databases on the completion date of the completion notice.	Closed	7/10/2001	1/17/2002
83	Billing	TVV10	BellSouth delivered duplicate Daily Usage File (DUF) records.	Closed	7/10/2001	2/14/2002
84	RPM	TVV4	BellSouth failed to use the proper codes when provisioning switch translations.	Open	7/10/2001	Testing in Progress
85	OM	TVV1	KPMG Consulting has not received timely mechanized Resale Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.	Closed	7/10/2001	1/17/2002
86	OM	TVV3	KPMG Consulting did not receive flow through Firm Order Confirmations (FOC) on Local Service Requests (LSR) submitted electronically via the mechanized ordering process.	Closed	7/16/2001	6/12/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
87	OM	TVV1	BellSouth's Telecommunications Access Gateway (TAG) interface experiences various backend resource limitation exceptions that affect the transmission of local service requests and pre-order queries.	Closed	7/16/2001	5/29/2002
88	RMI	PPR1	The BellSouth Change Control Prioritization Process does not allow CLECs to prioritize all Change Requests that effect CLEC business.	Open	7/20/2001	Testing in Progress
89	OM	TVV1	BellSouth's Local Exchange Navigation System (LENS) 9.2 is inconsistent with the BellSouth Business Rules for Local Ordering, OSS99, issue 9M.	Closed	7/20/2001	1/09/2002
90	OM	TVV1	KPMG Consulting did not receive timely Non-Mechanized Firm Order Confirmations (FOCs) from BellSouth via fax and electronic mail.	Closed	7/20/2001	6/05/2002
91	OM	TVV1	KPMG Consulting has not received timely partially mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface.	Withdrawn	7/27/2001	Withdrawn 9/06/2001
92	OM	TVV1	KPMG Consulting has not received timely partially mechanized Firm Order Conformations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.	Withdrawn	7/27/2001	Withdrawn 9/06/2001
93	OM	TVV1	KPMG Consulting has not received timely partially mechanized Firm Order Conformations (FOCs) from BellSouth's Local Exchange Navigation System (LENS) interface.	Withdrawn	8/01/2001	Withdrawn 9/06/2001
94	OM	PPR 7 8	BellSouth does not have complete documented processes for capacity management at the Local Carrier Service Center (LCSC) locations that are involved in processing wholesale orders and providing customer support.	Closed	8/02/2001	11/29/2001
95	RMI	PPR2	The Account Establishment and Management Process does not have defined processes or documentation related to the management and resolution of Metrics issues.	Closed	8/07/2001	11/29/2001
96	Billing	TVV11	BellSouth delivered Resale bills to KPMG Consulting reflecting incorrect usage charges for calls made by KPMG Consulting during the course of the Functional Carrier Bill Evaluation.	Closed	8/08/2001	6/19/2002
97	OM	TVV1	KPMG Consulting has not received timely Non-Mechanized rejects from BellSouth via fax and electronic mail.	Withdrawn	8/09/2001	Withdrawn 9/6/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
98	OM	TVV1	BellSouth has transmitted Completion Notices (CN) using an incorrect Transaction Set (ST) via the Electronic Data Interchange (EDI) interface.	Closed	8/09/2001	1/24/2002
99	OM	TVV2	KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Electronic Data Interchange (EDI) interface.	Closed	8/22/2001	12/09/2001
100	OM	TVV1	KPMG Consulting has not received timely mechanized Unbundled Network Elements – Loop (UNE-L) Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface. This exception was originally issued as Observation 101.	Closed	8/24/2001	2/17/2002
101	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Total Service Order Cycle Time Service Quality Measurement (SQM) report for the CLEC Aggregate (January 2001). This exception was originally issued as Observation 57.	Closed	8/24/2001	5/29/2002
102	OM	TVV1	The RoboTAG interface fails to provide Miscellaneous Account Numbers (MANs) for all cities in Florida.	Closed	8/24/2001	1/17/2002
103	OM	PPR8	BellSouth does not have documented guidelines for CLEC interaction with the Local Carrier Service Center (LCSC) Fleming Island Call Center.	Closed	8/28/2001	3/14/2002
104	OM	TVV2	KPMG Consulting has not received timely responses for the pre-order queries, Appointment Availability (AAQ), Address Validation (AVQ), Address Validation by Telephone Number (AVQ_TN), Customer Service Record (CSRQ), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Robust Telecommunications Access Gateway (RoboTAG) Web Interface.	Closed	8/28/2001	11/29/2001
105	OM	TVV1	KPMG Consulting has not received responses to several Local Service Requests (LSRs) using the Electronic Data Interchange (EDI) interface.	Closed	8/29/2001	1/17/2002
106	RMI	PPR1	The BellSouth IT Team does not have criteria to develop the scope of a Release Package.	Closed	8/29/2001	2/14/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
107	OM	TVV2	KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Telecommunications Access Gateway (TAG) interface.	Closed	8/24/2001	1/23/2002
108	OM	TVV2	KPMG Consulting has not received timely responses for the pre-order queries Appointment Availability (AAQ), Address Validation (AVQ), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Telecommunications Access Gateway (TAG).	Withdrawn	8/28/2001	Withdrawn 10/11/2001
109	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).	Closed	9/06/2001	4/24/2002
110	OM	PPR8	BellSouth does not have adequate guidelines for call tracking and resolution at its Local Carrier Service Center (LCSC).	Closed	9/18/2001	5/08/2002
111	Billing	TVV11	BellSouth's policy of retaining Resale call detail for 30 days after the bill period date is inadequate for bill reconciliation and claims investigation.	Closed	9/28/2001	1/31/2002
112	RPM	TVV4	BellSouth's systems or representatives have not consistently provisioned service and features as specified in orders submitted by KPMG Consulting.	Closed	9/28/2001	6/19/2002
113	Metrics	PMR4	KPMG Consulting has found that BellSouth does not capture xDSL transactions, which are processed through Corporate Order Gateway (COG), for the "Ordering: Percent Flow-Through Service Requests (Summary)" and "Ordering: Percent Flow-Through Service Request (Detail)" Service Quality Measurements (SQMs).	Open	10/03/2001	Testing in Progress
114	Metrics	PMR4	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 "Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.	Open	10/03/2001	Testing in Progress

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
115	Metrics	PMR5	KPMG Consulting has found that BellSouth's implemented metrics exclusions for the "Operations Support Systems: Loop Makeup – Response Time – Manual" Service Quality Measurement (SQM) report (May 2001) are inconsistent with the documented metrics exclusions.	Closed	10/12/2001	11/07/2001
116	OM	TVV2	BellSouth representatives did not provide expected responses to Local Service Requests (LSRs) submitted by KPMG Consulting via facsimile (fax).	Closed	11/01/2001	6/19/2002
117	OM	TVV1	KPMG Consulting has not received manual Firm Order Confirmations (FOC) on orders that have been assigned a Completed (CP) or Pending (PD) Status in Bellsouth's Customer Service Order Tracking System (CSOTS).	Closed	10/31/2001	5/22/2002
118	OM	TVV2	KPMG Consulting has received invalid responses for pre-order queries submitted via the Telecommunications Access Gateway (TAG) interface.	Closed	11/07/2001	1/17/2002
119	Metrics	PMR3	KPMG Consulting has discovered that BellSouth is not adhering to the documented metrics change control process for tracking changes in TeamConnection.	Closed	11/07/2001	5/15/2002
120	Metrics	PMR4	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 for June 2001 data.	Open	11/13/2001	Testing in Progress
121	OM	TVV3	KPMG Consulting could not identify flow through Firm Order Confirmations (FOCs) on Local Number Portability (LNP) Local Service Requests (LSRs) submitted electronically via the mechanized ordering process.	Open	11/13/2001	Testing in Progress
122	OM	TVV3	BellSouth did not provide flow through classification information for Digital Subscriber Line (DSL) orders submitted by KPMG Consulting.	Open	11/13/2001	Testing in Progress
123	RMI	PPR1	BellSouth is not classifying Change Requests as defects in accordance with the BellSouth definition of a Defect.	Open	11/30/2001	Testing in Progress

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
124	Metrics	PMR5	KPMG Consulting cannot replicate the values for the "Ordering: Percent Flow-Through Service Requests (Detail)" Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000).	Open	12/07/2001	Testing in Progress
125	Metrics	PMR4	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 June 2001 data.	Closed	12/07/2001	2/14/2002
126	OM	TVV2	KPMG Consulting has not received timely mechanized rejects and auto-clarifications from BellSouth's Electronic Data Interchange (EDI) interface.	Closed	12/17/2001	1/17/2002
127	OM	TVV2	KPMG Consulting was unable to transmit pre-orders through the Local Exchange Navigation System.	Closed	12/19/2001	2/14/2002
128	RMI	PPR5	BellSouth does not support Pre-Order testing in the CLEC Application Verification Environment (CAVE).	Closed	12/17/2001	6/19/2002
129	OM	TVV1	KPMG Consulting has not received timely partially mechanized Firm Order Confirmations (FOCs) from BellSouth's Local Exchange Navigation System (LENS) interface.	Closed	1/03/2002	5/29/2002
130	RPM	TVV4	BellSouth's systems or representatives did not consistently provision service in a timely manner for orders submitted by KPMG Consulting. This Exception was originally issued as Observation 141.	Closed	1/03/2002	5/15/2002
131	OM	TVV1	KPMG Consulting has not received timely partially mechanized Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.	Closed	1/03/2002	5/29/2002
132	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) - Firm Order Confirmation (FOC) Timeliness Interval Distribution & Firm Order Confirmation Average Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (July 2001).	Closed	1/03/2002	3/21/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
133	OM	TVV1	KPMG Consulting has not received timely fully mechanized Firm Order Confirmations (FOCs) from BellSouth's Robust Telecommunications Access Gateway (ROBOTAG) interface.	Closed	1/07/2002	2/28/2002
134	OM	TVV1	KPMG Consulting has not received timely partially mechanized Rejects from BellSouth's Robust Telecommunications Access Gateway (ROBOTAG) interface.	Closed	1/07/2002	4/17/2002
135	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).	Closed	1/08/2002	6/12/2002
136	OM	TVV3	KPMG Consulting did not receive flow through Firm Order Confirmations (FOC) on Unbundled Network Element (UNE) Local Service Requests (LSR) submitted electronically via the mechanized ordering process.	Open	1/24/2002	Testing in Progress
137	OM	TVV2	KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Electronic Data Interchange (EDI) interface.	Closed	1/24/2002	2/14/2002
138	Billing	TVV11	Unbundled Network Element (UNE) billing invoices received from BellSouth fail to reflect credits associated with reduced rates from the amended Interconnection Agreement (IA) between the KPMG Consulting Competitive Local Exchange Carrier (CLEC) CKS and BellSouth.	Closed	1/20/2002	5/22/2002
139	RPM	TVV4	BellSouth's Line Loss Report does not provide enough detail for Competitive Local Exchange Carriers (CLECs) to properly identify account activity.	Open	1/20/2002	Testing in Progress
140	OM	TVV1	KPMG Consulting has not received timely partially mechanized Firm Order Confirmations (FOCs) from BellSouth's Telecommunication Access Gateway (TAG) interface.	Closed	1/31/2002	4/10/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
141	OM	TVV1	KPMG Consulting has not received timely partially mechanized Rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.	Closed	1/31/2002	3/06/2002
142	OM	TVV1	KPMG Consulting has not received timely mechanized Rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.	Closed	1/31/2002	3/06/2002
143	Metrics	PMR4	BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the "Ordering: Percent Rejected Service Requests (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.	Open	2/06/2002	Testing in Progress
144	Metrics	PMR4	BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the "Ordering: Reject Interval (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.	Open	2/06/2002	Testing in Progress
145	Metrics	PMR4	BellSouth incorrectly excludes data between BARNEY Snapshots and NODS stages of the PMAP process that go into the calculation of the non-mechanized orders for the "Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.	Open	2/06/2002	Testing in Progress
146	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Percent Repeat Troubles Within 30 Days" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).	Closed	2/11/2002	3/06/2002
147	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Maintenance Average Duration" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).	Closed	2/11/2002	3/06/2002
148	RMI	PPR2	The Account Establishment and Management Process does not have defined processes or documentation related to certain ordering scenarios.	Closed	2/11/2002	4/10/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
149	Billing	TVV10	BellSouth failed to deliver Daily Usage File (DUF) records following the completion of a change order, resulting in the receipt of only 88%1 of expected DUF records.	Closed	2/11/2002	3/27/2002
150	Metrics	PMR4	BellSouth incorrectly includes multiple instances of the same order in NODS for the Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks) Service Quality Measurement (SQM) for September 2001 data.	Closed	2/18/2002	3/27/2002
151	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: % Completions/Attempts without Notice or <24 Hours Notice Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Open	2/22/2002	Testing in Progress
152	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Local Number Portability (LNP) - Percent Missed Installation Appointments Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).	Closed	2/22/2002	5/15/2002
153	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Local Number Portability (LNP) Total Service Order Cycle Time Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Open	2/22/2002	Testing in Progress
154	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Coordinated Customer Conversions Interval Service Quality Measurement (SQM) report for the Competitive Local Exchange Carrier (CLEC) Aggregate (August 2001).	Closed	2/22/2002	4/10/2002
155	RMI	PPR1	BellSouth fails to provide the Business Rules and user requirements for Minor releases in accordance with the intervals defined in the Change Control Process.	Closed	2/22/2002	6/12/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
156	RPM	TVV4	BellSouth failed to properly establish and test Line Class Codes (LCCs), which were requested by KPMG Consulting for Operator Services/Directory Assistance (OS/DA) services.	Closed	2/22/2002	6/12/2002
157	RMI	PPR5	BellSouth fails to follow its software testing and quality processes.	Open	3/04/2002	Testing in Progress
158	RPM	TVV4	BellSouth's CLEC Line Loss Report does not update in a timely manner.	Closed	3/04/2002	5/15/2002
159	Billing	TVV10	BellSouth failed to deliver at least 95% of Daily Usage File (DUF) records within six calendar days following the date the calls were placed.	Closed	3/11/2002	6/12/2002
160	OM	TVV2	KPMG Consulting has experienced system degradation while processing Local Service Requests (LSRs) via the Local Exchange Navigation System (LENS) interface.	Closed	4/18/2002	5/22/2002
161	OM	TVV1	KPMG Consulting has not received timely Non-Mechanized rejects from BellSouth.	Open	4/23/2002	Testing in Progress
162	OM	TVV1	BellSouth ordering documents do not provide adequate instructions for submitting orders for Centrex® service.	Open	4/26/2002	Testing in Progress
163	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: LNP-Percent Rejected Service Requests" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM. This exception was originally issued as Observation 179.	Open	5/06/2002	Testing in Progress
164	Billing	TVV11	KPMG Consulting has determined that BellSouth's mean time to deliver test Competitive Local Exchange Carrier (CLEC) Customer Records Information System (CRIS) bills is currently 8.19 business days, exceeding the Florida Interim Performance Metric benchmark of six (6) business days.	Open	5/20/2002	Closure Recommended 6/19/2002
165	OM	TVV1	BellSouth provides inconsistent and incorrect information on Clarification (CLR) responses for Resale, UNE-P, and UNE Loop service requests.	Open	5/20/2002	Testing in Progress

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
166	OM	TVV1	BellSouth provides inconsistent information on Firm Order Confirmation (FOC) responses for Resale and UNE-P service requests submitted via BellSouth's Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces.	Open	5/20/2002	Closure Recommended 6/19/2002
167	RPM	TVV4	BellSouth failed to properly provision Originating Line Number Screening (OLNS) service as requested by KPMG Consulting.	Closed	5/22/2002	6/19/2002
168	RMI	PPR5	BellSouth fails to provide updates to the BellSouth Pre-Order Business Rules to correlate the available version(s) of the Telecommunications Access Gateway (TAG) interface.	Closed	5/31/2002	6/19/2002
169	Billing	PPR13	BellSouth's capacity management processes used to forecast demand, monitor utilization, and initiate load balancing for the IBS/Tapestry Billing System are ineffective.	Open	5/31/2002	Closure Recommended 6/19/2002
170	OM	TVV1	BellSouth provides inconsistent and incomplete information on Missed Appointment (MA) responses for Resale, UNE-P, and UNE Loop service requests.	Open	6/06/2002	Closure Recommended 6/19/2002
171	RPM	TVV4	BellSouth's systems or representatives have not consistently updated the directory databases as specified in orders submitted by KPMG Consulting. This Exception was originally issued as Observation 106.	Open	6/14/2002	Testing in Progress
172	Billing	TVV11	BellSouth bills reflect a Service Order Mechanized Rate Charge that is inconsistent with the rate contained in the Interconnection Agreement (IA) between BellSouth Telecommunications and the KPMG Consulting Test CLEC.	Open	6/14/2002	Testing in Progress
173	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Timeliness" and "Ordering: Firm Order Confirmation and Reject Response Completeness (Non-Trunks)" Service Quality Measurement (SQM) reports for the Test CLEC (April 2002).	Open	6/17/02	Testing in Progress

Appendix E

Observation List and Status

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Observation List and Status (Appendix E)

Observations are used as an early warning process to notify the Florida Public Service Commission (FPSC), BellSouth, ALECs and other involved parties of adverse issues identified during the OSS test that might result in a negative finding in the final report. Observations identified a possible deficiency in BellSouth's practices, processes, policies or system characteristics that, in the opinion of KPMG Consulting, was significant enough to require a formal response from BellSouth. Such a deficiency occurred where internal BellSouth practices, procedure, policy, system, or document did not match actual practice or where there was an absence of such practice, procedure, policy, system or document.

Observations provided BellSouth with a formal means of obtaining information immediately after identification of these issues so that corrective action plans might be initiated, and, if possible, completed before publication of the final report. Prior to issuing an Observation, KPMG Consulting conducted an investigation of the issue, including a management review and authorization. The FPSC's website provided public access to information about each Observation including a description of the issue and the current status. In addition, the FPSC facilitated formal weekly discussions between involved parties to allow for timely exchange of information including status of corrective action plans. Once received, the formal BellSouth written response was posted to the FPSC sponsored website. If in the response to the Observation, BellSouth made a change to a process, system, or document, KPMG Consulting retested the area as appropriate. If the retest was successful and no further problems were identified, KPMG Consulting recommended closure of the Observation to the FPSC. With the concurrence of the FPSC, the observation was closed. If an Exception was not resolved, the cycle continued until closure was reached, no further action was warranted, or the FPSC specifically exempted the exception from further testing.

KPMG Consulting procedures required rigorous review of BellSouth documentation in order to answer open questions, to the extent possible, prior to developing process or transaction testing requirements. During the OSS test, issues arose that could not be resolved through further review of available BellSouth practices, procedures or documentation. Where these issues occurred, KPMG Consulting used the observation process to resolve these open questions.

The table below lists each Observation issued during the BellSouth OSS test and its status at test completion.

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
1	RMI	PPR5	BellSouth does not appear to have public documentation available for CLECs to establish connectivity for TAG, one of their preordering and ordering interfaces).	Closed	7/18/2000	3/21/2001
2	Metrics	PMR5	KPMG cannot replicate the values in the "Ordering: Percent Rejected Service Requests" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	7/25/2000	8/23/2000
3	Metrics	PMR5	KPMG cannot replicate the values in the "Ordering: Reject Interval for Non-Trunks" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	8/08/2000	8/23/2000

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
4	Metrics	PMR5	KPMG cannot replicate the values in the "Ordering: Firm Order Confirmation Timeliness for Non-Trunks" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	8/08/2000	8/23/2000
5	Metrics	PMR 5	KPMG cannot replicate the values in the "Provisioning: Average Completion Interval & Order Completion Interval Distribution" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	8/29/2000	10/25/2000
6	Metrics	PMR4	BellSouth does not properly construct the processed data used to validate certain Ordering Service Quality Measurements (Ordering: FOC timeliness {non-trunks} and Reject interval). BellSouth systematically excludes the entire weekend when calculating reject and firm order confirmation (FOC) intervals for the con-mechanized records of the PMAP Raw Data tables, even when a service request receives a reject or a FOC during the weekend.	Closed	8/30/2000	3/28/2001
7	Metrics	PMR 5	KPMG cannot replicate the values in the "Provisioning: Average Completion Notice Interval" Service Quality Measurement report for the CLEC Aggregate and BellSouth Retail (May 2000).	Closed	9/07/2000	12/14/2000
8	Metrics	PMR5	KPMG cannot replicate the values in the "E911: Timeliness" Service Quality Measurement report (May 2000). KPMG also found that BellSouth documents two methods that are inconsistent for calculating the "duration" field used in E911 metrics values.	Closed	9/19/2000	10/18/2000
9	Metrics	PMR4 & PMR5	BellSouth does not properly construct the processed data used to validate the "Provisioning: Total Service Order Cycle Time" Service Quality Measurement (SQM) report for BellSouth Retail (May 2000) therefore KPMG Consulting cannot replicate the values.	Closed	9/21/2000	10/18/2000
10	RMI	PPR1	BellSouth does not follow its documented process of providing proper notification intervals when software interfaces are to be retired.	Closed	10/12/2000	2/22/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
11	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) – Percent Rejected Service Requests" Service Quality Measurement report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 21	10/25/2000	3/21/2001
12	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) – Reject Interval" Service Quality Measurement report for the CLEC Aggregate (May 2000). KPMG Consulting also found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 10	10/25/2000	12/06/2000
13	Metrics	PMR3	BellSouth does not properly notify CLECs when they initiate changes to published historical performance measurement reports and/or the raw data files associated with these reports after this information has been removed from the Performance Measurement and Analysis Platform (PMAP) web site.	Closed	11/03/2000	12/14/2000
14	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability LNP – Percent Missed Installation Appointments" Service Quality Measurement report (May 2000).	Closed	11/03/2000	5/02/2001
15	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Disconnect Timeliness Interval & Average Disconnect Timeliness Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 22	11/14/2000	3/21/2001
16	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) – Firm Order Confirmation Timeliness" Service Quality Measurement report (May 2000).	Escalated to Exception 11	11/14/2000	12/06/2000

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
17	Metrics	PMR 5	KPMG Consulting cannot replicate the values in the "Provisioning: Percent Missed Installation Appointments (Non-Trunks)" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	12/05/2000	2/07/2001
18	Metrics	PMR 5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Customer Trouble Report Rate" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	11/30/2000	2/07/2001
19	Metrics	PMR 5	KPMG Consulting cannot replicate the values in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	11/30/2000	1/24/2001
20	Metrics	PMR 5	KPMG Consulting cannot replicate the values in the "Provisioning: Mean Held Order Interval & Distribution Intervals (Non-Trunks)" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	11/30/2000	1/24/2001
21	RMI	PPR1	The distribution of Carrier Notification information associated with the BellSouth Change Control Process is not adequate. Furthermore, in BellSouth's implementation of the process, significant information is not included in the Carrier Notifications.	Escalated to Exception 23	12/13/2000	3/21/2001
22	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Coordinated Customer Conversions Interval" Service Quality Measurement report for the CLEC Aggregate (September 2000).	Closed	12/15/2000	4/11/2001
23	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Reject Interval (Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (October 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Closed	12/15/2000	2/28/2002
24	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Troubles Within 30 Days of Provisioning (Trunks)" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	12/15/2000	3/07/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
25	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Closed	12/15/2000	4/04/2001
26	RMI	PPR5	BellSouth does not have public documentation available for CLECs to correlate the available version(s) of the Telecommunications Access Gateway (TAG) interface with either the BellSouth Business Rules for Local Ordering OSS 99 or the BellSouth Pre-Order Business Rules.	Escalated to Exception 25	1/09/2001	3/21/2001
27	RMI	PPR1	BellSouth does not have a clearly defined process for addressing the expedited release of BellSouth documentation defects.	Escalated to Exception 26	1/09/2001	3/21/2001
28	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Operator Services and Directory Assistance: Speed to Answer Performance/Percent Answered within "X" Seconds - Toll" and the "Operator Services and Directory Assistance: Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA) Service Quality Measurement reports for the CLEC Aggregate (May 2000).	Closed	1/17/2001	1/31/2001
29	RPM	TVV4	BellSouth failed to meet the Frame Due Time on Commercial CLEC loop migrations.	Closed	1/18/2001	2/28/2001
30	RPM	TVV4	The BellSouth UNE -Center does not always call the CLEC Network Operations Center (NOC) to verify and confirm Coordinated Conversions or calls a different telephone number than that which the CLEC designated as the Impcon on the LSR.	Closed	1/22/2001	4/25/2001
31	Metrics	PMR5	KPMG Consulting cannot replicate the values in the three Collocation Service Quality Measurement (SQM) reports, "Average Response Time," "Average Arrangement Time," "% of Due Dates Missed," for the CLEC Aggregate (May 2000).	Closed	2/22/2001	3/07/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
32	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Troubles Within 30 Days of Provisioning (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000).	Escalated to Exception 27	1/24/2001	3/21/2001
33	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS99, Issue 9K, provides ambiguous information on conditional usage notes of the LOCACT field, a conditional field on the EU form when submitted via the Telecommunications Access Gateway (TAG) interface.	Escalated to Exception 28	2/01/2001	3/21/2001
34	Billing	TVV10	BellSouth improperly populates the "ToNumber" field in the related Daily Usage File (DUF) record for customer service calls (611 calls) placed from telephone numbers within the "407" area code.	Escalated to Exception 29	2/06/2001	3/21/2001
35	Billing	TVV10	BellSouth has improperly populated the "ToNumber" field in the Access Daily Usage File (ADUF) records for certain long distance calls.	Escalated to Exception 30	2/06/2001	3/21/2001
36	Billing	TVV10	BellSouth failed to deliver Daily Usage File (DUF) records for toll-free calls.	Escalated to Exception 31	2/06/2001	3/21/2001
37	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9K, provides information inconsistent with the system responses being generated in reference to the Carrier Identification Code field, a conditional field on the Local Service Request form.	Escalated to Exception 32	2/08/2001	3/21/2001
38	RPM	TVV4	BellSouth issued a Firm Order Commitment (FOC) on an xDSL/Line-Sharing order when the loop could not support xDSL service.	Closed	2/14/2001	5/16/2001
39	RPM	TVV4	BellSouth did not provision the Central Office splitter equipment assigned to a Line-Share order on the Firm Order Commitment (FOC) date.	Closed	2/15/2001	6/06/2001
40	RPM	TVV4	There are inconsistencies in BellSouth's process and technical documentation with regard to the allowable foreign voltage parameter established for xDSL loops.	Closed	2/15/2001	3/07/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
41	OM	TVV3	BellSouth Flow-Through documentation is incomplete and inconsistent, specifically the Flow-Through Ordering Matrix, Flow-Through Parameters, and the BellSouth Service Quality Measurement Plan LSR Flow-Through Matrix.	Escalated to Exception 33	2/15/2001	3/21/2001
42	Billing	TVV10	BellSouth failed to deliver Daily Usage File (DUF) records for a variety of completed calls.	Closed	2/21/2001	7/18/2001
43	OM	TVV1	KPMG Consulting is unable to complete several orders using the Electronic Data Interchange (EDI) interface.	Closed	3/02/2001	8/22/2001
44	RPM	PPR14	BellSouth does not meet the stated intervals and target objectives for maintenance on UNE Non-Designed (SL1) Loops.	Closed	3/06/2001	7/18/2001
45	RPM	TVV4	BellSouth returned Firm Order Commitment (FOC) Frame Due Times that do not match the regular hours for provisioning.	Closed	3/06/2001	2/13/2002
46	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9K, do not accurately describe the process for submitting orders for ISDN-BRI Resale Service.	Closed	3/07/2001	4/18/2001
47	OM	TVV1	KPMG Consulting is unable to receive documents using the Electronic Data Interchange (EDI) interface.	Closed	3/07/2001	4/18/2001
48	OM	TVV1	The BellSouth Business Rules for Local Ordering OSS '99, Issue 9K, does not offer CLECs instruction on how to submit an order for the migration of a customer's Digital Signal 1 (DS1) unbundled (UNE) loop with Local Number Portability.	Closed	3/08/2001	8/16/2001
49	OM	TVV1	BellSouth does not provide time stamps for Local Service Request (LSR) Order Clarifications and Completions via the LENS order manager software.	Open	3/13/2001	Testing in Progress
50	Billing	TVV10	BellSouth incorrectly billed for unbundled usage for various call types.	Escalated to Exception 44	3/15/2001	4/11/2001
51	Billing	TVV10	BellSouth incorrectly billed for resale usage for various call types.	Closed	3/15/2001	4/11/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
52	OM	TVV1	BellSouth does not provide time stamps for Local Service Request (LSR) Order Clarifications and Errors (CLR/ERR), Firm Order Confirmations (FOCs) and Completion Notices (CNs) via the RoboTAG order management software.	Closed	3/20/2001	7/25/2001
53	RMI	PPR5	BellSouth does not appear to have Electronic Data Interchange (EDI) interface documentation available to CLECs to describe the limitations (if any) on the size of an EDI batch transmission nor the quantity or frequency of batch transmissions that a CLEC may send to BellSouth.	Closed	3/20/2001	7/25/2001
54	RMI	PPR5	BellSouth does not appear to have Telecommunications Access Gateway (TAG) documentation available to CLECs to describe limitations or design recommendations for the following TAG elements: Application IDs, Notification Servers, TAG APIs, nor does it provide any recommendations as to an appropriate relationship between these items.	Closed	3/20/2001	7/25/2001
55	OM	TVV1	KPMG Consulting is unable to receive responses using the Electronic Data Interchange (EDI) interface.	Escalated to Exception 105	3/29/2001	9/05/2001
56	OM	TVV1	BellSouth had implemented business rule updates from the BellSouth Business Rules for Local Ordering - OSS99, Issue 9L prior to its release on March 30, 2001.	Closed	4/05/2001	7/25/2001
57	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the CLEC Aggregate (January 2001).	Escalated to Exception 101	4/16/2001	8/29/2001
58	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9L, does not allow Competitive Local Exchange Carriers (CLECs) to submit a Local Service Request (LSR) manually as a SUP to an electronically submitted order.	Closed	4/12/2001	8/15/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
59	RPM	TVV4	BellSouth does not have a documented process to reconcile a mismatch in the CLEC Telephone Number and the BellSouth Telephone Number on coordinated conversions with Local Number Portability (LNP) (TVV4).	Closed	4/12/2001	6/27/2001
60	OM	TVV1	The RoboTAG interface fails to provide Miscellaneous Account Numbers (MANs) for all cities in Florida.	Escalated to Exception 102	4/12/2001	8/29/2001
61	RPM	TVV8	BellSouth does not close trouble tickets in a timely manner when requested by a CLEC using the ECTA Interface.	Closed	4/19/2001	5/23/2001
62	RPM	PPR14	KPMG Consulting found that with respect to the trouble reporting process, information about network outages or service-impacting conditions is not provided to CLECs as it is to retail customers.	Closed	4/24/2001	7/18/2001
63	RPM	TVV9	KPMG Consulting observed that the BellSouth Customer Wholesale Interconnect Network Service (CWINS) Center trouble receipt process restricts a CLEC from reporting more than three troubles on a single.	Closed	4/24/2001	7/18/2001
64	OM	TVV1	KPMG Consulting has not received responses to several Local Service Requests (LSRs) submitted via the Telecommunications Access Gateway (TAG) interface.	Closed	4/25/2001	1/09/2002
65	OM	TVV1	KPMG Consulting has not received responses to several Local Service Requests (LSRs) using the Electronic Data Interchange (EDI) interface.	Closed	3/02/2001	8/22/2001
66	RPM	PPR6	BellSouth does not have a documented process to guide CLECs through completing CLEC Selective Routing Ordering Documents for Resale Flat Rate Line Class Codes.	Closed	5/11/2001	7/18/2001
67	OM	PPR 8	The hours of operation for BellSouth's Retail Business Offices and the wholesale Local Carrier Service Center (LCSC) are not at parity.	Closed	5/11/2001	7/25/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
68	Metrics	PMR5	KPMG Consulting cannot replicate the values for the "Ordering: Percent Flow Through Service Requests (Detail)" Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000).	Escalated to Exception 124	5/11/2001	12/12/2001
69	Metrics	PMR2	The formulas specified in the SQM document for calculating the SQMs listed below are inconsistent with the benchmarks ordered by the Florida Public Service Commission: (PMR2) – Ordering: Reject interval, Ordering: Firm Order Confirmation Timeliness, Provisioning: Coordinated Customer Conversions Interval, Change Management: Average Delay Days for Change Management Notices, and Change Management: Average Delay Days for Documentation.	Closed	5/14/2001	11/14/2001
70	Metrics	PMR2	The implementation of the exclusions relative to service requests cancelled by the CLEC, as stated in the "Ordering: LNP-Percent Rejected Service Requests" SQM Exclusions section, may lead to misleading metric results.	Closed	5/14/2001	7/18/2001
71	RPM	PPR15	BellSouth has no documented procedures for Help Desk assistance at the Customer Wholesale Interconnect Network Service (CWINS) Centers for CLECs reporting troubles using the Trouble Analysis Facilitation Interface (TAFI).	Closed	5/16/2001	7/05/2001
72	Metrics	PMR4	BellSouth's inability to capture and retain CLEC LENS data for December – March 2001 prevents KPMG Consulting from conducting the Data Integrity (PMR4) test for the "Operations Support Systems: Average Response Time and Response Interval (Pre-Ordering/Ordering)" SQM. BellSouth's SQM reports for this metric may also be suspect.	Closed	5/16/2001	8/01/2001
73	Metrics	PMR3	BellSouth did not properly conduct a downstream impact analysis when transitioning between LENS systems for the "Operations Support Systems: Average Response Time and Response Interval (Pre-Ordering/Ordering)".	Closed	5/16/2001	10/17/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
74	OM	TVV1	BellSouth does not provide the expected response to Address Validation Query by Telephone Number (AVQ_TN) submitted through the Telecommunications Access Gateway (TAG).	Closed	5/18/2001	10/03/2001
75	RPM	PPR14	KPMG Consulting observed areas in the Work Management Center (WMC) process that appear to lack safeguards that would ensure that wholesale service is afforded the same considerations and priorities as retail service.	Closed	5/18/2001	9/05/2001
76	RPM	TVV4	The BellSouth Provisioning Line Sharing - Method and Procedure document does not instruct the Central Office technician to half tap the circuit during the provisioning conversion.	Closed	5/18/2001	7/25/2001
77	OM	TVV1	BellSouth does not provide sequential telephone numbers as requested using the Telephone Number Availability Query (TNAQ).	Closed	5/18/2001	1/09/2002
78	RPM	TVV9	KPMG Consulting observed that the BellSouth Customer Wholesale Interconnect Network Service (CWINS) Center does not always provide CLECs with an appointment or estimated time to repair (ETTR) when trouble reports are opened.	Closed	5/21/2001	7/18/2001
79	OM	TVV1	BellSouth requires Company Code for Loop Makeup Data on Working Loops Query (LMU_WL) and Loop Makeup Data on Spare Facility Query (LMU_SF) but does not mention the field in the Pre-Order Business Rules.	Closed	5/21/2001	8/08/2001
80	Billing	TVV11	The application of recurring and non-recurring charges associated with UNE ports denoted by the Universal Service Order Code (USOC) UEPLX, appear to be inconsistent.	Closed	5/23/2001	1/16/2002
81	OM	TVV1	KPMG Consulting has not received manual Firm Order Confirmations (FOC) on orders that have been assigned a Completed Status (CP) in Bellsouth's Customer Service Order Tracking System (CSOTS).	Escalated to Exception 117	6/07/2001	12/19/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
82	RPM	TVV4	BellSouth's systems or representatives did not update Customer Service Records (CSRs) consistently following a change in the status of a customer's account.	Closed	6/13/2001	6/19/02
83	RPM	TVV6	The BellSouth Electronic Communications Trouble Administration (ECTA) system failed to adhere to the Joint Implementation Agreement with regard to Front End Close Out (FECO) functionality.	Closed	6/13/2001	10/24/2001
84	OM	TVV1	The BellSouth Business Rules for Local Ordering - OSS'99 contains inaccurate information regarding where to fax Unbundled Network Elements (UNE) service requests.	Closed	6/13/2000	8/15/2001
85	RPM	TVV4	The BellSouth ADSL Synchronization at Central Office Methods and Procedures", "Central Office Methods and Procedures for ADSL, and ADSL Provisioning and Testing Job Aids documents fail to instruct the Central Office technician to conduct a second Automated Number Announcement Circuit (ANAC) test of the cable and pair.	Closed	6/13/2001	7/18/2001
86	RMI	PPR1	The BellSouth Release Management Team does not provide all prioritized Change Requests to the BellSouth IT Team for development and implementation.	Closed	6/20/2001	2/13/2002
87	OM	TVV1	The Local Exchange Navigation System (LENS) interface does not support orders requesting to move a CLEC account outside of the end user's location (ACT T).	Open	6/20/2001	Testing in Progress
88	Metrics	PMR3	KPMG Consulting has discovered that BellSouth has no documentation that describes the process of notifying outside parties of metrics changes.	Closed	6/29/2001	8/22/2001
89	OM	TVV1	The BellSouth Pre-Order Business Rules does not clearly and consistently define the values for completing the Address Validation Query (AVQ) submitted via the Telecommunications Access Gateway (TAG).	Closed	6/29/2001	10/03/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
90	OM	TVV1	BellSouth's Pre-Order Business Rules for Loop Makeup Data on Working Loops Query (LMU_WL) conflicts with the Telecommunications Access Gateway (TAG) API Reference Guide on Circuit ID (CKT-ID) and Telephone number (TN) field formats.	Closed	6/27/2001	11/14/2001
91	OM	TVV1	BellSouth provides inaccurate and inconstant date and time stamps on their responses to Local Service Requests (LSRs) submitted via RoboTAG.	Closed	7/10/2001	1/30/2002
92	OM	TVV1	KPMG Consulting has not received Firm Order Confirmations (FOCs) from the Local Carrier Service Center (LCSC) after faxing supplemental Local Service Requests (LSRs) to cancel existing orders.	Closed	7/10/2001	1/30/2002
93	OM	TVV1	KPMG Consulting has not received timely telephone number assignment and query (TN Assignment & Query) pre-orders responses when submitting via the Telecommunications Access Gateway.	Closed	7/11/2001	11/28/2001
94	OM	TVV3	KPMG Consulting did not receive flow through Firm Order Confirmations (FOC) on Local Service Requests (LSR) submitted electronically via the mechanized ordering process.	Closed	7/16/2001	11/28/2001
95	OM	TVV1	KPMG Consulting has not received timely mechanized Unbundled Network Element Switched Combinations Firm Order Confirmations (FOCs) from BellSouth's Telecommunications Access Gateway (TAG) interface.	Closed	7/27/2001	1/23/2002
96	OM	TVV1	KPMG Consulting has not received timely partially mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.	Withdrawn 8/29/2001	7/27/2001	*8/29/2001
97	OM	TVV1	KPMG Consulting has not received timely partially mechanized Firm Order Conformations (FOCs) from BellSouth's Telecommunications Access Gateway (TAG) interface.	Withdrawn 8/29/2001	7/27/2001	*8/29/2001
98	RPM	PPR6	BellSouth's Selective Call Routing Using Line Class Codes documentation is inconsistent and incomplete.	Closed	8/01/2001	9/26/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
99	OM	TVV1	BellSouth's RoboTAG information requirement for REQTYP M ACT W service requests is inconsistent with the BellSouth Business Rules for Local Ordering, OSS99.	Closed	8/02/2001	12/05/2001
100	OM	TVV1	KPMG Consulting has not received timely Completion Notices (CNs) submitted via the Electronic Data Interchange (EDI) and Telecommunications Access Gateway (TAG).	Closed	8/06/2001	2/06/2002
101	OM	TVV1	KPMG Consulting has not received timely mechanized Unbundled Network Elements – Loop (UNE-L) Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.	Escalated to Exception 100	8/06/2001	8/29/2001
102	RPM	TVV6	The BellSouth ECTA system failed to process the Mechanized Loop Test (MLT) as designed.	Closed	8/07/2001	3/13/2002
103	Billing	TVV11	BellSouth distributed CABS bills to KPMG Consulting that contained an incorrect rate.	Withdrawn 8/15/2001	8/09/2001	*8/15/2001
104	OM	TVV1	KPMG Consulting has experienced multiple system errors while processing Local Service Requests (LSRs) through the Local Exchange Navigation System (LENS) interface.	Closed	8/09/2001	2/06/2002
105	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Hot Cut Conversions - % Provisioning Troubles Within 7 days of a completed Service Order" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User's Manual are insufficient for calculating the metrics values for this SQM.	Closed	8/10/2001	2/27/2002
106	RPM	TVV4	BellSouth's systems or representatives have not consistently updated the directory databases as specified in orders submitted by KPMG Consulting.	Escalated to Exception 171	8/14/2001	6/19/2002
107	RPM	TVV8	The BellSouth Electronic Bonding Trouble Administration system failed to appropriately process 'cancelTroubleReport' transactions.	Closed	8/16/2001	1/23/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
108	OM	TVV1	BellSouth Business Rules for Local Ordering - OSS99, contains inconsistent and incomplete instructions necessary for Competitive Local Exchange Carriers (CLECs) to access and use BellSouth's systems.	Closed	8/16/2001	2/13/2002
109	OM	PPR8	The service-level of access objectives for BellSouth's wholesale and retail call centers are not at parity.	Closed	8/21/2001	12/19/2001
110	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).	Escalated to Exception 109	8/22/2001	9/12/2001
111	OM	PPR8	BellSouth has implemented an inadequate process for CLEC interaction with the Local Carrier Service Center (LCSC) Fleming Island Call Center.	Closed	8/29/2001	10/11/2001
112	Metrics	PMR2	The formula specified in the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) document is inconsistent with the benchmark ordered by the Florida Public Service Commission.	Closed	8/29/2001	11/29/2001
113	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User's Manual are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 153	8/29/2001	2/27/2002
114	OM	PPR7	The performance evaluation processes and procedures for BellSouth's Retail and Wholesale manual ordering centers are not at parity.	Closed	8/29/2001	1/16/2002
115	RMI	PPR2	The BellSouth Account Team does not respond to CLEC inquiries within the documented customer contact timeframes.	Open	8/31/2001	Testing in Progress
116	RMI	PPR1	BellSouth did not follow the guidelines for notification of non-system impacting changes to the BellSouth Business Rules for Local Ordering (BBR-LO) as defined in the Change Control Process.	Closed	8/31/2001	2/27/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
117	RPM	TVV4	KPMG Consulting has observed that BellSouth.net has access to greater information from a loop qualification report than that of a DLEC/CLEC requesting a loop qualification for the same telephone number.	Closed	9/06/2001	11/28/2001
118	Metrics	PMR3	KPMG Consulting has discovered that BellSouth has no documented process or control group for monitoring open change requests in TeamConnection.	Closed	9/06/2001	3/27/2002
119	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Completeness" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).	Closed	9/21/2001	11/07/2001
120	Metrics	PMR2	KPMG Consulting has found that the reported values for the response time intervals for the "Operations Support Systems: Average Response Time and Response Interval" SQM are reported as percentages and are inconsistent with the documented definition in the Revised Interim Performance Metrics SQM (Version 3.00).	Closed	10/03/2001	10/24/2001
121	RPM	TVV4	BellSouth's Unbundled Dark Fiber (UDF) procedure document does not reference this requirement for a cross-office continuity test to be performed or provide a cross-office test procedure.	Closed	10/05/2001	1/30/2002
122	OM	TVV1	KPMG Consulting has not received Completion Notices (CN) to several Local Service Requests (LSRs) submitted via the Telecommunications Access Gateway (TAG) interface.	Closed	10/05/2001	1/23/2002
123	RMI	PPR5	BellSouth does not have processes or documentation available with sufficient detail to guide a CLEC to during the upgrade from one version of an interface to a different version.	Closed	10/05/2001	12/19/2001
124	RMI	PPR1	BellSouth failed to follow the documentation defect procedures as detailed in the BellSouth Change Control Process document.	Closed	10/12/2001	6/12/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
125	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) - Percent Missed Installation Appointments" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).	Escalated to Exception 152	10/12/2001	2/27/2002
126	Metrics	PMR3	KPMG Consulting has discovered that BellSouth is not adhering to the documented metrics change control process for tracking changes in TeamConnection.	Escalated to Exception 119	10/12/2001	11/14/2001
127	OM	TVV1	BellSouth does not provide complete Firm Order Confirmation (FOC) or Completion Notice (C N) responses for xDSL service requests submitted through the BellSouth Local Exchange Navigation System (LENS).	Open	10/15/2001	Testing in Progress
128	OM	TVV3	BellSouth did not provide flow-through classification information for Digital Subscriber Line (DSL) orders submitted by KPMG Consulting.	Closed	10/15/2001	12/05/2001
129	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Firm Order Confirmation (FOC) Timeliness (Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's reported time buckets for this SQM and the time buckets in the Revised Interim Performance Metrics SQM (Version 3.00) are inconsistent.	Closed	10/23/2001	2/27/2002
130	OM	PPR7	BellSouth Local Carrier Service Center (LCSC) procedures for handling fax failures are not documented.	Closed	10/23/2001	3/13/2002
131	Metrics	PMR3	KPMG Consulting has discovered that BellSouth posted raw data to the PMAP Web site without simultaneously posting the corresponding release of the Raw Data User's Manual (RDUM).	Closed	10/23/2001	4/17/2002
132	RMI	PPR3	BellSouth ECS Help Desk does not maintain an accurate tracking system for Troubles reported to ECS Help Desk.	Closed	11/13/2001	3/13/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
133	Metrics	PMR2	The definition and calculations specified in the "Maintenance & Repair: Mean Time To Notify CLEC of Network Outages" Service Quality Measurement (SQM) document are inconsistent with the benchmark ordered by the Florida Public Service Commission.	Closed	11/14/2001	12/19/2001
134	Metrics	PMR5	BellSouth's failure to report values for the Provisioning: Local Number Portability (LNP) Average Disconnect Timeliness & Disconnect Timeliness Interval Distribution Service Quality Measurement (SQM) prevents KPMG Consulting from conducting the Metrics Calculations (PMR5) test. KPMG Consulting has also found that information provided on BellSouth's Performance Measurement and Analysis Platform (PMAP) Web site for this SQM id contradictory.	Closed	11/14/2001	2/13/2002
9	OM	TVV2	KPMG Consulting has not received timely responses for the pre-order queries, Address Validation (AVQ), Address Validation by Telephone Number (AVQ_TN), Customer Service Record (CSRQ), Estimate Due Date (EDD), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Local Exchange Navigation System (LENS) Web interface.	Open	11/14/2001	Closure Recommended 6/17/2002
136	OM	TVV2	KPMG Consulting has not received timely responses for the pre-order queries, Address Validation (AVQ), Address Validation by Telephone Number (AVQ_TN), Customer Service Record (CSRQ), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Robust Telecommunications Access Gateway (RoboTAG) Web Interface.	Closed	11/14/2001	4/17/2002
137	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Firm Order Confirmation (FOC) & Reject Response Completeness" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.	Closed	11/14/2001	3/13/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
138	Metrics	PMR5	KPMG Consulting has found that the Raw Data User Manual (RDUM) instructions for "Ordering: Service Inquiry + Firm Order Confirmation (FOC) Response Time Manual" are misleading to Competitive Local Exchange Carriers (CLECs).	Closed	11/14/2001	2/20/2002
139	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: % Completions/Attempts without Notice or <24 Hours Notice" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 151	11/14/2001	2/27/2002
140	RMI	PPR1	BellSouth is not classifying Change Requests as defects in accordance with the BellSouth definition of a Defect.	Closed	11/14/2001	1/09/2002
141	RPM	TVV4	BellSouth's systems or representatives did not consistently provision service in a timely manner for orders submitted by KPMG Consulting.	Escalated to Exception 130	11/20/2001	1/02/2002
142	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Coordinated Customer Conversions Interval" Service Quality Measurement (SQM) report for the Competitive Local Exchange Carrier (CLEC) Aggregate (August 2001).	Escalated to Exception 154	11/30/2001	2/27/2002
143	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that the PMAP raw data is insufficient for calculating the metrics values for this SQM).	Escalated to Exception 135	12/05/2001	1/16/2002
144	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Percent Repeat Troubles Within 30 Days" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).	Escalated to Exception 146	12/05/2001	2/13/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
145	OM	TVV1	KPMG Consulting has experienced a system error that disables the 'Calculate Due Date' function while processing Local Service Requests (LSRs) through the Local Exchange Navigation System (LENS) interface.	Closed	12/05/2001	2/20/2002
146	OM	TVV1	KPMG Consulting has experienced a server error that disables the 'Calculate Due Date' function while processing Local Service Requests (LSRs) through RoboTAG.	Closed	12/05/2001	4/17/2002
147	RMI	PPR5	BellSouth will not provide CLECs the opportunity to test in the CLEC Application Verification Environment (CAVE) thirty days before a release enters production.	Closed	12/05/2001	5/01/2002
148	RMI	PPR5	BellSouth does not apply system fixes to defects to all production versions of the Operational Support System (OSS) Interfaces.	Open	12/05/2001	Testing in Progress
149	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) - Firm Order Confirmation (FOC) Timeliness Interval Distribution & Firm Order Confirmation Average Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (July 2001).	Escalated to Exception 132	12/07/2001	1/09/2002
150	Metrics	PMR2	The benchmark specified in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" SQM document is inconsistent with the Average Jeopardy Notice Interval level of disaggregation and BellSouth's published report.	Closed	12/07/2001	4/10/2002
151	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Maintenance Average Duration" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).	Escalated to Exception 147	12/07/2001	2/13/2002
152	RPM	TVV4	BellSouth failed to use the proper codes when provisioning Operator Services/ Directory Assistance.	Escalated to Exception 156	12/12/2001	3/06/2002
153	Billing	PPR10	BellSouth has two different target resolution intervals published for billing dispute resolutions.	Closed	12/19/2001	2/13/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
154	RMI	PPR1	BellSouth did not publish the Business Rules associated with Minor release 10.3 as defined in the Change Control Process, Version 2.6, September 10, 2001.	Escalated to Exception 155	12/19/2001	2/27/2002
155	OM	TVV1	BellSouth documentation is unclear and representatives provide inconsistent delivery of Acknowledgments (ACKs) to Local Service Requests (LSR) sent via email to the Complex Resale Support Group (CRSG).	Closed	12/19/2001	1/16/2002
156	OM	TVV1	KPMG Consulting has not received timely partially mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.	Withdrawn 2/20/2002	12/19/2001	*2/20/2002
157	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Coordinated Customer Conversions Interval Service Quality Measurement (SQM) report for the Test Competitive Local Exchange Carrier (CLEC) (July 2001).	Closed	1/08/2002	1/30/2002
158	Metrics	PMR5	KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) regarding the usage of the prod_desc (product description) field are insufficient for calculating the metrics values.	Closed	1/08/2002	3/13/2002
159	RPM	PPR14	KPMG Consulting has found that call receipt personnel within the Residence Repair Center (RRC) in Jacksonville, FL do not adhere to BellSouth procedures outlining customer requests for earlier appointments.	Closed	1/22/2002	6/12/2002
160	RPM	TVV4	BellSouth failed to properly provision Originating Line Number Screening (OLNS) service as requested by KPMG Consulting.	Closed	1/30/2002	2/13/2002
161	Metrics	PMR2	BellSouth's ability to identify and manually notify BellSouth and CLEC customers separately is inconsistent with the Parity by Design benchmark as documented in the Maintenance and Repair: Mean Time to Notify CLEC of Network Outages SQM.	Closed	1/30/2002	3/13/2002
162	RPM	TVV4	BellSouth returned Firm Order Commitment (FOC) Frame Due Times that do not match the regular hours for provisioning. (TVV4) on Hot Cut Orders without LNP.	Closed	2/06/2002	3/06/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
163	OM	TVV1	KPMG Consulting has not received timely partially mechanized Resale Residence and Unbundled Network Elements-Loop (UNE-L) Rejects from BellSouth's Electronic Data Interchange (EDI) interface.	Open	2/11/2002	5/22/2002
164	OM	TVV1	BellSouth ordering documents do not provide adequate instructions on how to submit an order for Centrex® service.	Closed	2/13/2002	5/15/2002
165	RMI	PPR2	BellSouth's Account Team/CLEC Care Team Procedures documentation is unclear.	Closed	2/18/2002	4/10/2002
166	RMI	PPR2	BellSouth's Users Guides have inaccurate Account Team references.	Closed	2/18/2002	6/19/2002
167	OM	TVV3	BellSouth's flow-through documentation contains incomplete and inconsistent information regarding product flow-through capabilities of the BellSouth Operations Support Systems (OSS).	Closed	2/22/2002	6/19/2002
168	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Percent Missed Installation Appointments Service Quality	Closed	3/06/2002	3/27/2002
169	OM	TVV1	KPMG Consulting has not received timely Completion Notices (CNs) submitted via the Electronic Data Interchange (EDI) and Telecommunications Access Gateway (TAG).	Closed	2/28/2002	4/10/2002
170	RMI	PPR2	BellSouth's External Response Team (ERT) Account Management sub-process for responding to written CLEC correspondence is not documented.	Open	3/04/2002	5/22/2002
171	OM	TVV1	BellSouth's Local Carrier Service Center (LCSC) did not provide responses to manually submitted Local Service Requests (LSRs).	Closed	3/04/2002	3/27/2002
172	OM	TVV1	BellSouth is providing an error response to UNE-P service requests (Request Type M, Activity Type C) submitted via the Local Exchange Navigation System (LENS) interface that is inconsistent with the BellSouth Business Rules for Local Ordering (Issue 10.3.1-10.4)[1] in reference to hunting field requirements.	Open	3/04/2002	Closure Recommended 6/19/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
173	OM	TVV1	KPMG Consulting has not received timely address validation query (AVQ) pre-orders submitted via the Telecommunications Access Gateway.	Open	3/18/2002	Closure Recommended 6/19/2002
174	Billing	TVV11	BellSouth transmitted Billing Data Tape (BDT) files that contained a value that is not defined within the CABS Billing Output Specifications.	Closed	3/18/2002	4/17/2002
175	OM	TVV2	KPMG Consulting has not received expected responses for local service requests (LSRs) submitted via the Telecommunications Access Gateway (TAG) interface.	Closed	3/18/2002	4/24/02
176	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Average Completion Notice Interval Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.	Open	3/19/2002	Testing in Progress
177	RPM	TVV4	BellSouth's systems or representatives have not consistently provisioned service and features as specified in orders submitted by KPMG Consulting.	Closed	3/27/2002	4/24/2002
178	Metrics	PMR2	KPMG Consulting has found that BellSouth's method of sampling records used for the calculation of the Provisioning: Service Order Accuracy Service Quality Measurement (SQM) may produce biased estimates.	Closed	4/01/2002	5/01/2002
179	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Ordering: LNP-Percent Rejected Service Requests Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 163	4/01/2002	5/08/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
180	Metrics	PMR2	KPMG Consulting has found that BellSouth's method of sampling records used for the calculation of the Database Update Information: Percent Database Update Accuracy Service Quality Measurement (SQM) may produce inaccurate results.	Open	4/05/2002	Closure Recommended 6/19/2002
181	Billing	TVV11	BellSouth's published business rule for calculating fractional charges does not yield correct results.	Closed	4/08/2002	5/01/2002
182	RMI	PPR5	BellSouth does not follow the documented process for extending a test agreement with a Competitive Local Exchange Carrier (CLEC).	Closed	4/12/2002	5/08/2002
183	OM	TVV1	BellSouth provides inconsistent information on Firm Order Confirmation (FOC) responses for Resale and UNE-P service requests submitted via BellSouth's Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces.	Closed	4/19/2002	5/29/2002
184	OM	TVV1	KPMG Consulting has not received timely fully mechanized Unbundled Network Elements-Loop (UNE-L) Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.	Closed	4/19/2002	6/12/2002
185	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Coordinated Customer Conversions-Hot Cut Timeliness % Within Interval and Average Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's reported time buckets and the time buckets in the Florida Interim Performance Metrics SQM (Version 3.00) are inconsistent. The instructions in the Raw Data User Manual (RDUM) are also insufficient for calculating the metrics values for this SQM.	Open	4/23/2002	Testing in Progress
186	OM	TVV1	KPMG Consulting has not received timely Unbundled Network Elements (UNE) Loop Completion Notices (CNs) submitted via the Telecommunications Access Gateway (TAG) interface.	Open	4/23/2002	Testing in Progress

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
187	OM	TVV2	BellSouth systems provide inaccurate auto clarifications (CLRs) for local service requests (LSRs) submitted via the Local Exchange Navigation System (LENS) interface.	Closed	4/23/2002	5/22/2002
188	OM	TVV2	KPMG Consulting has not received fully mechanized responses for local service requests (LSRs) submitted via Electronic Data Interchange (EDI) and the Telecommunications Access Gateway (TAG) interfaces.	Closed	4/23/2002	5/15/2002
189	OM	TVV1	BellSouth's Telecommunications Access Gateway API Reference Guide1 is inconsistent with the BellSouth Pre-Order Business Rules2 in reference to the requirement of the Transaction Type (TXTYP) field for the Parsed Customer Service Record Query (PCSRQ) submitted via the TAG interface.	Closed	4/24/2002	6/12/2002
190	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Average Completion Notice Interval" Service Quality Measurement (SQM) report for the Test CLEC (September 2001).	Closed	4/24/2002	5/15/2002
191	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Billing: Usage Data Delivery Timeliness and Usage Data Delivery Completeness" Service Quality Measurement (SQM) report for the Test Competitive Local Exchange Carrier (CLEC) (July 2001).	Closed	4/26/2002	5/15/2002
192	OM	TVV2	KPMG Consulting did not receive a response to a Local Service Request (LSR) submitted to BellSouth via facsimile (fax).	Closed	4/26/2002	5/22/2002
193	OM	TVV3	KPMG Consulting received flow-through Firm Order Confirmations (FOCs) on Local Service Requests (LSRs) with order activities not documented as flow-through eligible.	Escalated to Exception 166	4/26/2002	6/12/2002

[1] *Telecommunications Access Gateway API Reference Guide, Part B, Issue 2,* February 2002*,* Release 7.7.1.3.
[2] *BellSouth Pre-Order Business Rules, Issue 12B*, March 2002, this document can be found at the following URL: http://www.interconnection.bellsouth.com/guides/html/bpobr.html

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
194	Billing	TVV11	Four of BellSouth's UNE and UNE-P test CLEC bills have been released to the Post Office later than eight calendar days after the bill date.	Escalated to Exception 164	4/26/2002	5/29/2002
195	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Reject Interval (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (September 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Open	4/26/2002	Testing in Progress
196	Metrics	PMR5	BellSouth's Service Quality Measurement (SQM) reports for the KPMG Consulting test CLEC list "no data returned," despite KPMG Consulting test CLEC calculations that indicate that values should be returned.	Open	5/02/2002	Testing in Progress
197	RMP	TVV6	The BellSouth Electronic Communications Trouble Administration (ECTA) system failed to appropriately process "modify" transactions.	Closed	5/10/2002	6/05/2002
198	OM	TVV1	BellSouth provides inconsistent date and time stamps on Firm Order Confirmation (FOC) responses for service requests submitted via BellSouth's Local Exchange Navigation System (LENS) interface.	Open	5/17/2002	Testing in Progress
199	OM	TVV2	KPMG Consulting has not received timely responses for Loop Make-up (LMU) pre-order queries submitted via the Telecommunications Access Gateway (TAG) interface.	Open	5/20/2002	Testing in Progress
200	Metrics	PMR5	KPMG Consulting has found that BellSouth's implemented metrics exclusions for the "Ordering: LNP-Reject Interval Distribution & Average Reject Interval" and "Ordering: LNP-Percent Rejected Service Requests" Service Quality Measurements (SQMs) (March 2002) are inconsistent with the documented metrics exclusions.	Open	5/20/2002	Testing in Progress
201	OM	TVV1	BellSouth provided responses to Parsed Customer Record Queries (PCSRQ) submitted via BellSouth's Telecommunications Access Gateway (TAG) interface that are inconsistent with the BellSouth Pre-Order Business Rules.	Closed	5/20/2002	6/12/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
202	Billing	PR10	BellSouth's publicly available documentation contains different target billing dispute resolution intervals and invalid website links.	Open	5/31/2002	Testing in Progress
203	Billing	TVV11	When disconnecting an account, BellSouth credits an additional cent for the fractional charge associated with the USOC NPU.	Open	6/05/2002	Testing in Progress
204	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Firm Order Confirmation Timeliness (Non-Trunks)" Service Quality Measurement (SQM) report for the Test CLEC (January 2002). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Open	6/06/2002	Testing in Progress
205	RMI	PPR1	BellSouth fails to provide documentation to CLECs for all applicable business rules related to pre-order queries.	Open	6/11/2002	Closure Recommended 6/19/2002
206	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Mean Held Order Interval & Distribution Intervals (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).	Open	6/17/2002	Testing in Progress

* date Observation Withdrawn

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		♦ ♦ ♦
I. Document Control		♦
II. Executive Summary		♦
III. Relationship Management Infrastructure		♦
IV. Pre-Order/Order		♦
V. Provisioning		♦
VI. Maintenance and Repair		♦
VII. Billing		♦
VIII. Performance Metrics		♦
Appendix A: Statistical Analysis		♦
Appendix B: Glossary		♦
Appendix C: Acronyms		♦
Appendix D: List of Exceptions Issued		♦
Appendix E: List of Observations Issued		♦
Appendix F: Summary of Updates		♦
Appendix G: Commercial Data Study		♦

Appendix G

Commercial Data Study

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Commercial Data Review (Appendix G)

1.0 Description

The Florida Public Service Commission (FPSC) requested that KPMG Consulting conduct a Commercial Data Review using the latest three months of commercial data. The objective of the review was to compare BellSouth collected commercial data with Florida Service Quality Measurement (SQM) standards. The commercial data review included January through March 2002 commercial results, as shown in the BellSouth published Monthly State Summary (MSS) reports.

2.0 Methodology

2.1 Evaluation and Analysis Methods

KPMG Consulting calculated the ALEC aggregate weighted average for the months of January through March 2002 by SQM and level of disaggregation, and compared the weighted average to the FPSC-mandated benchmark or retail analog, as appropriate. The weighted average was derived from the values BellSouth reported for the ALEC aggregate in the MSS report for January through March 2002.

The FPSC also requested KPMG Consulting to identify any instances where the MSS report values and PMAP report values for the ALEC aggregate/BellSouth retail are different.

3.0 Results

KPMG Consulting compared the weighted average to the FPSC-mandated benchmark or retail analog, as appropriate. The classification by domain is as follows:

- Operations Support Systems – 96 total SQMs
  - 51 – Met Standard
  - 8 – Failed Standard
  - 33 – Cannot Determine[1]
  - 4 – Diagnostic
- Ordering – 463 total SQMs
  - 202 – Met Standard
  - 77 – Failed Standard
  - 105 – Cannot Determine
  - 79 – Diagnostic
- Provisioning – 1,530 total SQMs
  - 261 – Met Standard

[1] For benchmark comparisons, an item was labeled as "Cannot Determine" if the ALEC volume was zero. For parity with retail comparisons, an item was labeled as "Cannot Determine" if the BellSouth standard deviation was zero or if the ALEC volume was zero.

- 67 – Failed Standard
- 367 – Cannot Determine
- 835 – Diagnostic

- Maintenance & Repair – 192 total SQMs
  - 131 – Met Standard
  - 33 – Failed Standard
  - 28 – Cannot Determine
  - 0 – Diagnostic
- Billing – 16 total SQMs
  - 11 – Met Standard
  - 4 – Failed Standard
  - 1 – Cannot Determine
  - 0 – Diagnostic
- Operator Services and Directory Assistance – 4 total SQMs
  - 0 – Met Standard
  - 0 – Failed Standard
  - 4 – Cannot Determine
  - 0 – Diagnostic
- Database Update Information – 7 total SQMs
  - 3 – Met Standard
  - 1 – Failed Standard
  - 3 – Cannot Determine
  - 0 – Diagnostic
- E911 – 3 total SQMs
  - 0 – Met Standard
  - 0 – Failed Standard
  - 3 – Cannot Determine
  - 0 – Diagnostic
- Trunk Group Performance – 1 total SQM
  - 0 – Met Standard
  - 0 – Failed Standard
  - 1 – Cannot Determine

- 0 – Diagnostic

- Collocation – 14 total SQMs
  - 13 – Met Standard
  - 0 – Failed Standard
  - 1 – Cannot Determine
  - 0 – Diagnostic
- Change Management – 5 total SQMs
  - 2 – Met Standard
  - 3 – Failed Standard
  - 0 – Cannot Determine
  - 0 – Diagnostic
- Bona Fide/New Business Request Process – 4 total SQMs
  - 2 – Met Standard
  - 0 – Failed Standard
  - 2 – Cannot Determine
  - 0 – Diagnostic
- Total – 2,335 total SQMs
  - 676 – Met Standard
  - 193 – Failed Standard
  - 548 – Cannot Determine
  - 918 – Diagnostic

The MSS report values and PMAP report values for the ALEC aggregate/BellSouth retail are different. The classification by domain is as follows:

- Operations Support Systems – 6 total SQMs
  - 6 – no differences
- Ordering – 17 total SQMs
  - 9 – no differences
  - 4 – differences
  - 3 – not applicable (LNP SQMs)
  - 1 – structure (see above)
- Provisioning – 21 total SQMs

- 5 – no differences
- 11 – differences
- 2 – not applicable (LNP SQMs)
- 3 – structure (see above)

- Maintenance & Repair – 7 total SQMs
  - 2 – no differences
  - 5 – differences
- Billing – 8 total SQMs
  - 7 – no differences
  - 1 – difference
- Operator Services and Directory Assistance – 4 total SQMs
  - 4 – no differences
- Database Update Information – 3 total SQMs
  - 3 – no differences
- E911 – 3 total SQMs
  - 3 – no differences
- Trunk Group Performance – 1 total SQM
  - 1 – no difference
- Collocation – 3 total SQMs
  - 3 – no differences
- Change Management – 5 total SQMs
  - 5 – no differences
- Bona Fide/New Business Request Process – 2 total SQMs
  - 2 – no differences

Specific data comparisons are included in the attached spreadsheet on the following pages. Individual discrepancies between the MSS reported value and the PMAP reported values are highlighted in the spreadsheet.

4.0 Final Summary

KPMG Consulting was directed by the FPSC to present the information and provide the analysis involved in the following tables. However, the results are based on data produced by BellSouth's metrics systems, the accuracy of which KPMG Consulting has not been able to validate, as indicated in Section VIII (Performance Metrics Domain Results and Analysis Section, Metrics Data Integrity Verification and Validation Review [PMR4]) of the final report. Furthermore, at the direction of the FPSC, KPMG Consulting used the same statistical analysis as used in the

MSS report. This statistical analysis is based, in part, on methods that, particularly for sample sizes below 200, KPMG Consulting does not believe are appropriate. As described in the main body of this report and in Appendix A, Statistical Analysis, different techniques were used in the analysis of the data generated in the KPMG Consulting transaction tests. For benchmarks, KPMG Consulting believes statistical tests are appropriate, as described in Appendix A, Statistical Analysis. However, these tests were not performed in the MSS reports.

The Commercial Data Analysis detailed results are presented in the attached spreadsheets.

5.0 Summary of Findings

For the reasons stated above, KPMG Consulting cannot and does not verify the accuracy of the Aggregate ALEC results presented in these tables or the validity of the statistical tests comparing them to the Florida SQM standards.

The FPSC requested that KPMG Consulting conduct an analysis of commercial data. A summary of the weighted average of BellSouth's commercial results, organized by SQM category, for the months of January through March 2002 is provided in the table below:

Table ES-1 BellSouth Commercial Result Summary

	Diagnostic	**Cannot Determine**	**Failed Standard**	**Met Standard**	**Percentage Meeting Standard**
OSS					
OSS1	4	4		24	100%
OSS2		19			NA
OSS3		10			NA
OSS4			8	25	76%
PO1				1	100%
PO2				1	100%
OSS Total	**4**	**33**	**8**	**51**	**86%**
Ordering					
O1				2	100%
O2				2	100%
O3	9		3	2	40%
O4					NA
O5					NA
O6					NA
O7	61				NA
O8		17	16	28	64%

	Diagnostic	Cannot Determine	Failed Standard	Met Standard	Percentage Meeting Standard
O9		19	4	38	90%
O10				2	100%
O11		68	52	112	68%
O12		1			NA
O13	9				NA
O14			2	7	78%
O15				9	100%
Ordering Total	**79**	**105**	**77**	**202**	**72%**
Provisioning					
P1		134	1	16	94%
P2	75	27	10	40	80%
P3		50	11	32	74%
P4		48	15	44	75%
P5	104	54	6	45	88%
P6	52				NA
P7				2	100%
P7A				12	100%
P7B	2				NA
P7C				4	100%
P8		1		1	100%
P9		46	14	45	76%
P10	530				NA
P11		2	7	15	68%
P12		5	2	5	71%
P13			1		0%
P14	72				NA
Prov Total	**835**	**367**	**67**	**261**	**80%**
M&R					
M&R1		6	8	24	75%
M&R2		5	13	20	61%
M&R3		4	4	30	88%
M&R4		5	3	30	91%

	Diagnostic	Cannot Determine	Failed Standard	Met Standard	Percentage Meeting Standard
M&R5		6	5	27	84%
M&R6		1			NA
M&R7		1			NA
M&R Total	**0**	**28**	**33**	**131**	**80%**
Billing					
B1				3	100%
B2			1	2	67%
B3			1		0%
B4				1	100%
B5			1		0%
B6		1			NA
B7				3	100%
B8			1	2	67%
Billing Total	**0**	**1**	**4**	**11**	**73%**
OSDA					
OS1		1			NA
OS2		1			NA
DA1		1			NA
DA2		1			NA
OSDA Total	**0**	**4**	**0**	**0**	**NA**
Database Update information					
D1		3			NA
D2				3	100%
D3			1		0%
DUI Total	**0**	**3**	**1**	**3**	**75%**
E911					
E1		1			NA
E2		1			NA
E3		1			NA
E911 Total	**0**	**3**	**0**	**0**	**NA**
Trunk group Performance					

	Diagnostic	Cannot Determine	Failed Standard	Met Standard	Percentage Meeting Standard
TGP1		1			NA
TGP Total	**0**	**1**	**0**	**0**	**NA**
Collocation					
C1				3	100%
C2		1		8	100%
C3				2	100%
Collo Total	**0**	**1**	**0**	**13**	**100%**
Change Management					
CM1			1		0%
CM2				1	100%
CM3			1		0%
CM4			1		0%
CM5				1	100%
CM Total	**0**	**0**	**3**	**2**	**40%**
Bona Fide/New Business Request Process					
BFR1				1	100%
BFR2A				1	100%
BFR2B		1			NA
BFR2C		1			NA
BFR Total	**0**	**2**	**0**	**2**	**100%**
Overall Total	**918**	**548**	**193**	**676**	**78%**

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

						January through March (2002) Results			
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
			Resale - Ordering							
			% Rejected Service Requests - Mechanized							
Resale	A.1.1.1	O-7	Residence/FL(%)	Diagnostic			21.1%	213,712		Diagnostic
Resale	A.1.1.2	O-7	Business/FL(%)	Diagnostic			28.5%	9,655		Diagnostic
Resale	A.1.1.3	O-7	Design (Specials)/FL(%)	Diagnostic			100.0%	1		Diagnostic
Resale	A.1.1.4	O-7	PBX/FL(%)	Diagnostic				0		Diagnostic
Resale	A.1.1.5	O-7	Centrex/FL(%)	Diagnostic				0		Diagnostic
Resale	A.1.1.6	O-7	ISDN/FL(%)	Diagnostic			0.0%	1		Diagnostic
Resale			***% Rejected Service Requests - Partially Mechanized***							
Resale	A.1.2.1	O-7	Residence/FL(%)	Diagnostic			27.8%	61,703		Diagnostic
Resale	A.1.2.2	O-7	Business/FL(%)	Diagnostic			42.2%	6,156		Diagnostic
Resale	A.1.2.3	O-7	Design (Specials)/FL(%)	Diagnostic			66.7%	3		Diagnostic
Resale	A.1.2.4	O-7	PBX/FL(%)	Diagnostic			100.0%	1		Diagnostic
Resale	A.1.2.5	O-7	Centrex/FL(%)	Diagnostic				0		Diagnostic
Resale	A.1.2.6	O-7	ISDN/FL(%)	Diagnostic			40.0%	5		Diagnostic
Resale			***% Rejected Service Requests - Non-Mechanized***							
Resale	A.1.3.1	O-7	Residence/FL(%)	Diagnostic			40.8%	3,195		Diagnostic
Resale	A.1.3.2	O-7	Business/FL(%)	Diagnostic			47.8%	3,220		Diagnostic
Resale	A.1.3.3	O-7	Design (Specials)/FL(%)	Diagnostic			36.6%	410		Diagnostic
Resale	A.1.3.4	O-7	PBX/FL(%)	Diagnostic			49.2%	126		Diagnostic
Resale	A.1.3.5	O-7	Centrex/FL(%)	Diagnostic			47.8%	23		Diagnostic
Resale	A.1.3.6	O-7	ISDN/FL(%)	Diagnostic			43.6%	94		Diagnostic
Resale			***Reject Interval - Mechanized***							
Resale	A.1.4.1	O-8	Residence/FL(%)	>= 97% w in 1 hr			93.0%	45,268		Failed Standard
Resale	A.1.4.2	O-8	Business/FL(%)	>= 97% w in 1 hr			94.3%	2,755		Failed Standard
Resale	A.1.4.3	O-8	Design (Specials)/FL(%)	>= 97% w in 1 hr			0.0%	1		Failed Standard
Resale	A.1.4.4	O-8	PBX/FL(%)	>= 97% w in 1 hr				0		Cannot Determine
Resale	A.1.4.5	O-8	Centrex/FL(%)	>= 97% w in 1 hr				0		Cannot Determine
Resale	A.1.4.6	O-8	ISDN/FL(%)	>= 97% w in 1 hr				0		Cannot Determine
Resale			***Reject Interval - Partially Mechanized - 10 hours***							
Resale	A.1.7.1	O-8	Residence/FL(%)	>= 85% w in 10 hrs			79.9%	17,548		Failed Standard
Resale	A.1.7.2	O-8	Business/FL(%)	>= 85% w in 10 hrs			94.5%	2,640		Met Standard
Resale	A.1.7.3	O-8	Design (Specials)/FL(%)	>= 85% w in 10 hrs			0.0%	2		Failed Standard
Resale	A.1.7.4	O-8	PBX/FL(%)	>= 85% w in 10 hrs			0.0%	1		Failed Standard
Resale	A.1.7.5	O-8	Centrex/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
Resale	A.1.7.6	O-8	ISDN/FL(%)	>= 85% w in 10 hrs			0.0%	2		Failed Standard
Resale			***Reject Interval - Non-Mechanized***							
Resale	A.1.8.1	O-8	Residence/FL(%)	>= 85% w in 24 hrs			98.7%	1,333		Met Standard
Resale	A.1.8.2	O-8	Business/FL(%)	>= 85% w in 24 hrs			99.2%	1,595		Met Standard
Resale	A.1.8.3	O-8	Design (Specials)/FL(%)	>= 85% w in 24 hrs			96.2%	156		Met Standard
Resale	A.1.8.4	O-8	PBX/FL(%)	>= 85% w in 24 hrs			98.4%	63		Met Standard
Resale	A.1.8.5	O-8	Centrex/FL(%)	>= 85% w in 24 hrs			100.0%	11		Met Standard
Resale	A.1.8.6	O-8	ISDN/FL(%)	>= 85% w in 24 hrs			100.0%	42		Met Standard
Resale			***FOC Timeliness - Mechanized***							
Resale	A.1.9.1	O-9	Residence/FL(%)	>= 95% w in 3 hrs			99.7%	169,509		Met Standard
Resale	A.1.9.2	O-9	Business/FL(%)	>= 95% w in 3 hrs			99.5%	7,003		Met Standard
Resale	A.1.9.3	O-9	Design (Specials)/FL(%)	>= 95% w in 3 hrs				0		Cannot Determine
Resale	A.1.9.4	O-9	PBX/FL(%)	>= 95% w in 3 hrs				0		Cannot Determine
Resale	A.1.9.5	O-9	Centrex/FL(%)	>= 95% w in 3 hrs				0		Cannot Determine
Resale	A.1.9.6	O-9	ISDN/FL(%)	>= 95% w in 3 hrs				0		Cannot Determine
Resale			***FOC Timeliness - Partially Mechanized - 10 hours***							
Resale	A.1.12.1	O-9	Residence/FL(%)	>= 85% w in 10 hrs			78.4%	47,221		Failed Standard
Resale	A.1.12.2	O-9	Business/FL(%)	>= 85% w in 10 hrs			92.7%	4,006		Met Standard
Resale	A.1.12.3	O-9	Design (Specials)/FL(%)	>= 85% w in 10 hrs			100.0%	1		Met Standard
Resale	A.1.12.4	O-9	PBX/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
Resale	A.1.12.5	O-9	Centrex/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
Resale	A.1.12.6	O-9	ISDN/FL(%)	>= 85% w in 10 hrs			50.0%	4		Failed Standard
Resale			***FOC Timeliness - Non-Mechanized***							
Resale	A.1.13.1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			98.5%	1,795		Met Standard
Resale	A.1.13.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			99.4%	1,530		Met Standard
Resale	A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			98.3%	235		Met Standard
Resale	A.1.13.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			97.9%	48		Met Standard
Resale	A.1.13.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			100.0%	11		Met Standard
Resale	A.1.13.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			97.9%	48		Met Standard
Resale			***FOC & Reject Response Completeness - Mechanized***							

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.1.14.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.0%	1,764		Met Standard
Resale	A.1.14.1.2	O-11	Residence/TAG/FL(%)	>= 95%			100.0%	211,948		Met Standard
Resale	A.1.14.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.0%	106		Met Standard
Resale	A.1.14.2.2	O-11	Business/TAG/FL(%)	>= 95%			100.0%	9,549		Met Standard
Resale	A.1.14.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.14.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			100.0%	1		Met Standard
Resale	A.1.14.4.1	O-11	PBX/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.14.4.2	O-11	PBX/TAG/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.14.5.1	O-11	Centrex/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.14.5.2	O-11	Centrex/TAG/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.14.6.1	O-11	ISDN/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.14.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			0.0%	1		Failed Standard
Resale		***FOC & Reject Response Completeness - Partially Mechanized***								
Resale	A.1.15.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.0%	438		Met Standard
Resale	A.1.15.1.2	O-11	Residence/TAG/FL(%)	>= 95%			100.0%	61,265		Met Standard
Resale	A.1.15.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.0%	64		Met Standard
Resale	A.1.15.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.9%	6,092		Met Standard
Resale	A.1.15.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%			100.0%	1		Met Standard
Resale	A.1.15.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			100.0%	2		Met Standard
Resale	A.1.15.4.1	O-11	PBX/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.15.4.2	O-11	PBX/TAG/FL(%)	>= 95%			100.0%	1		Met Standard
Resale	A.1.15.5.1	O-11	Centrex/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.15.5.2	O-11	Centrex/TAG/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.15.6.1	O-11	ISDN/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.15.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			100.0%	5		Met Standard
Resale		***FOC & Reject Response Completeness - Non-Mechanized***								
Resale	A.1.16.1	O-11	Residence/FL(%)	>= 95%			93.9%	3,195		Failed Standard
Resale	A.1.16.2	O-11	Business/FL(%)	>= 95%			93.7%	3,220		Failed Standard
Resale	A.1.16.3	O-11	Design (Specials)/FL(%)	>= 95%			93.9%	410		Failed Standard
Resale	A.1.16.4	O-11	PBX/FL(%)	>= 95%			90.5%	126		Failed Standard
Resale	A.1.16.5	O-11	Centrex/FL(%)	>= 95%			95.7%	23		Met Standard
Resale	A.1.16.6	O-11	ISDN/FL(%)	>= 95%			94.7%	94		Failed Standard
Resale		***FOC & Reject Response Completeness (Multiple Responses) - Mechanized***								
Resale	A.1.17.1.1	O-11	Residence/EDI/FL(%)	>= 95%			92.8%	1,764		Failed Standard
Resale	A.1.17.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.2%	211,923		Met Standard
Resale	A.1.17.2.1	O-11	Business/EDI/FL(%)	>= 95%			64.2%	106		Failed Standard
Resale	A.1.17.2.2	O-11	Business/TAG/FL(%)	>= 95%			98.0%	9,546		Met Standard
Resale	A.1.17.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.17.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			0.0%	1		Failed Standard
Resale	A.1.17.4.1	O-11	PBX/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.17.4.2	O-11	PBX/TAG/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.17.5.1	O-11	Centrex/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.17.5.2	O-11	Centrex/TAG/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.17.6.1	O-11	ISDN/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.17.6.2	O-11	ISDN/TAG/FL(%)	>= 95%				0		Cannot Determine
Resale		***FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized***								
Resale	A.1.18.1.1	O-11	Residence/EDI/FL(%)	>= 95%			96.6%	438		Met Standard
Resale	A.1.18.1.2	O-11	Residence/TAG/FL(%)	>= 95%			93.5%	61,255		Failed Standard
Resale	A.1.18.2.1	O-11	Business/EDI/FL(%)	>= 95%			82.8%	64		Failed Standard
Resale	A.1.18.2.2	O-11	Business/TAG/FL(%)	>= 95%			88.8%	6,085		Failed Standard
Resale	A.1.18.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%			100.0%	1		Met Standard
Resale	A.1.18.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			100.0%	2		Met Standard
Resale	A.1.18.4.1	O-11	PBX/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.18.4.2	O-11	PBX/TAG/FL(%)	>= 95%			100.0%	1		Met Standard
Resale	A.1.18.5.1	O-11	Centrex/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.18.5.2	O-11	Centrex/TAG/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.18.6.1	O-11	ISDN/EDI/FL(%)	>= 95%				0		Cannot Determine
Resale	A.1.18.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			80.0%	5		Failed Standard
Resale		***FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized***								
Resale	A.1.19.1	O-11	Residence/FL(%)	>= 95%			90.2%	3,000		Failed Standard
Resale	A.1.19.2	O-11	Business/FL(%)	>= 95%			91.1%	3,016		Failed Standard
Resale	A.1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			96.1%	385		Met Standard
Resale	A.1.19.4	O-11	PBX/FL(%)	>= 95%			97.4%	114		Met Standard
Resale	A.1.19.5	O-11	Centrex/FL(%)	>= 95%			95.5%	22		Met Standard
Resale	A.1.19.6	O-11	ISDN/FL(%)	>= 95%			93.3%	89		Failed Standard
Resale										

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale		***Resale - Provisioning***								
Resale		***Order Completion Interval***								
Resale	A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res	4.375	113,681	2.897	10,329	34.17187	Met Standard
Resale	A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res	0.819	1,843,108	0.662	166,843	49.25333	Met Standard
Resale	A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res	4.917	130	3.370	9	1.200525	Met Standard
Resale	A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL(days)	Res		0		0		Cannot Determine
Resale	A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL(days)	Bus	2.260	124,930	2.926	980	-4.008129	Failed Standard
Resale	A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	Bus	1.415	128,456	0.901	8,118	11.6651	Met Standard
Resale	A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	9.261	637	3.794	8	0.9259107	Met Standard
Resale	A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	Bus	5.778	24	7.000	1	-0.2026983	Met Standard
Resale	A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	20.674	4,473	5.435	10	1.621916	Met Standard
Resale	A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design	14.365	102	7.481	23	0.8220544	Met Standard
Resale	A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design	14.890	15	6.000	1	1.205702	Met Standard
Resale	A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Design		0		0		Cannot Determine
Resale	A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL(days)	PBX	10.465	193	2.780	3	0.5766216	Met Standard
Resale	A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX	2.550	668	2.608	52	-0.044837	Met Standard
Resale	A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX	4.763	7	2.667	3	0.6672781	Met Standard
Resale	A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX	1.783	148	3.152	11	-3.082244	Failed Standard
Resale	A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex	5.875	1,781	3.250	8	0.9742246	Met Standard
Resale	A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex	1.636	4,154	2.112	30	-0.9884433	Met Standard
Resale	A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex	8.039	124		0		Cannot Determine
Resale	A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex	2.487	208	3.798	5	-0.70651	Met Standard
Resale	A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	15.972	2,004	14.333	11	0.1519597	Met Standard
Resale	A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN	2.972	2,334	2.101	35	0.6843421	Met Standard
Resale	A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN	18.998	10		0		Cannot Determine
Resale	A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN	3.459	193	8.392	18	-3.687827	Failed Standard
Resale		***Held Orders***								
Resale	A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res	9.236	740	5.487	37	1.882852	Met Standard
Resale	A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res	6.000	1		0		Cannot Determine
Resale	A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res	17.677	93	1.000	3	1.472066	Met Standard
Resale	A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL(days)	Res		0		0		Cannot Determine
Resale	A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL(days)	Res		0		0		Cannot Determine
Resale	A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL(days)	Res		0		0		Cannot Determine
Resale	A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL(days)	Bus	9.012	218	5.001	7	1.143377	Met Standard
Resale	A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/FL(days)	Bus		0		0		Cannot Determine
Resale	A.2.2.2.1.3	P-1	Business/<10 circuits/Other/FL(days)	Bus	28.563	16	1.000	2	1.090929	Met Standard
Resale	A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus	3.000	4		0		Cannot Determine
Resale	A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL(days)	Bus		0		0		Cannot Determine
Resale	A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(days)	Bus		0		0		Cannot Determine
Resale	A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL(days)	Design	4.000	1		0		Cannot Determine
Resale	A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/FL(days)	Design		0		0		Cannot Determine
Resale	A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/FL(days)	Design	36.109	9		0		Cannot Determine
Resale	A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/FL(days)	Design		0		0		Cannot Determine
Resale	A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/FL(days)	Design		0		0		Cannot Determine
Resale	A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/FL(days)	Design		0		0		Cannot Determine
Resale	A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/FL(days)	PBX		0		0		Cannot Determine
Resale	A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL(days)	PBX		0		0		Cannot Determine
Resale	A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL(days)	PBX		0		0		Cannot Determine
Resale	A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX		0		0		Cannot Determine
Resale	A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL(days)	PBX		0		0		Cannot Determine
Resale	A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL(days)	PBX		0		0		Cannot Determine
Resale	A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL(days)	Centrex	7.386	13		0		Cannot Determine
Resale	A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/FL(days)	Centrex		0		0		Cannot Determine
Resale	A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/FL(days)	Centrex	14.000	1		0		Cannot Determine
Resale	A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/FL(days)	Centrex	15.000	1		0		Cannot Determine
Resale	A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/FL(days)	Centrex		0		0		Cannot Determine
Resale	A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/FL(days)	Centrex		0		0		Cannot Determine
Resale	A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/FL(days)	ISDN	3.500	2		0		Cannot Determine
Resale	A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN		0		0		Cannot Determine
Resale	A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN	14.000	2		0		Cannot Determine
Resale	A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN		0		0		Cannot Determine
Resale	A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL(days)	ISDN		0		0		Cannot Determine
Resale	A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL(days)	ISDN	32.000	2		0		Cannot Determine
Resale		***% Jeopardies - Mechanized***								
Resale	A.2.4.1	P-2	Residence/FL(%)	Res	0.5%	2,108,398	0.4%	172,722	10.20996	Met Standard
Resale	A.2.4.2	P-2	Business/FL(%)	Bus	1.2%	261,844	0.6%	8,484	4.934314	Met Standard

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.2.4.3	P-2	Design (Specials)/FL(%)	Design	8.7%	6,175	0.0%	1	0.3089409	Met Standard
Resale	A.2.4.4	P-2	PBX/FL(%)	PBX	2.8%	1,150	0.0%	25	0.8368987	Met Standard
Resale	A.2.4.5	P-2	Centrex/FL(%)	Centrex	4.5%	6,625	0.0%	15	0.8368439	Met Standard
Resale	A.2.4.6	P-2	ISDN/FL(%)	ISDN	6.5%	5,828	0.0%	22	1.234835	Met Standard
Resale		***% Jeopardies - Non-Mechanized***								
Resale	A.2.5.1	P-2	Residence/FL(%)	Diagnostic			1.2%	1,257		Diagnostic
Resale	A.2.5.2	P-2	Business/FL(%)	Diagnostic			1.0%	1,049		Diagnostic
Resale	A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			5.0%	60		Diagnostic
Resale	A.2.5.4	P-2	PBX/FL(%)	Diagnostic			0.0%	66		Diagnostic
Resale	A.2.5.5	P-2	Centrex/FL(%)	Diagnostic			2.1%	48		Diagnostic
Resale	A.2.5.6	P-2	ISDN/FL(%)	Diagnostic			0.0%	64		Diagnostic
Resale		***Average Jeopardy Notice Interval - Mechanized***								
Resale	A.2.7.1	P-2	Residence/FL(hours)	>= 48 hrs			112.131	575		Met Standard
Resale	A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			122.600	49		Met Standard
Resale	A.2.7.3	P-2	Design (Specials)/FL(hours)	>= 48 hrs				0		Cannot Determine
Resale	A.2.7.4	P-2	PBX/FL(hours)	>= 48 hrs				0		Cannot Determine
Resale	A.2.7.5	P-2	Centrex/FL(hours)	>= 48 hrs				0		Cannot Determine
Resale	A.2.7.6	P-2	ISDN/FL(hours)	>= 48 hrs				0		Cannot Determine
Resale		***Average Jeopardy Notice Interval - Non-Mechanized***								
Resale	A.2.8.1	P-2	Residence/FL(hours)	Diagnostic			134.142	14		Diagnostic
Resale	A.2.8.2	P-2	Business/FL(hours)	Diagnostic			387.627	10		Diagnostic
Resale	A.2.8.3	P-2	Design (Specials)/FL(hours)	Diagnostic			202.000	3		Diagnostic
Resale	A.2.8.4	P-2	PBX/FL(hours)	Diagnostic				0		Diagnostic
Resale	A.2.8.5	P-2	Centrex/FL(hours)	Diagnostic			34.000	1		Diagnostic
Resale	A.2.8.6	P-2	ISDN/FL(hours)	Diagnostic				0		Diagnostic
Resale		***% Jeopardy Notice >= 48 hours - Mechanized***								
Resale	A.2.9.1	P-2	Residence/FL(%)	95% >= 48 hrs			98.6%	502		Met Standard
Resale	A.2.9.2	P-2	Business/FL(%)	95% >= 48 hrs			100.0%	41		Met Standard
Resale	A.2.9.3	P-2	Design (Specials)/FL(%)	95% >= 48 hrs				0		Cannot Determine
Resale	A.2.9.4	P-2	PBX/FL(%)	95% >= 48 hrs				0		Cannot Determine
Resale	A.2.9.5	P-2	Centrex/FL(%)	95% >= 48 hrs				0		Cannot Determine
Resale	A.2.9.6	P-2	ISDN/FL(%)	95% >= 48 hrs				0		Cannot Determine
Resale		***% Jeopardy Notice >= 48 hours - Non-Mechanized***								
Resale	A.2.10.1	P-2	Residence/FL(%)	Diagnostic			100.0%	12		Diagnostic
Resale	A.2.10.2	P-2	Business/FL(%)	Diagnostic			90.0%	10		Diagnostic
Resale	A.2.10.3	P-2	Design (Specials)/FL(%)	Diagnostic			100.0%	3		Diagnostic
Resale	A.2.10.4	P-2	PBX/FL(%)	Diagnostic				0		Diagnostic
Resale	A.2.10.5	P-2	Centrex/FL(%)	Diagnostic			0.0%	1		Diagnostic
Resale	A.2.10.6	P-2	ISDN/FL(%)	Diagnostic				0		Diagnostic
Resale		***% Missed Installation Appointments***								
Resale	A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	5.1%	140,863	3.0%	11,729	9.934087	Met Standard
Resale	A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0.0%	1,958,609	0.3%	174,510	-51.01152	Failed Standard
Resale	A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	4.9%	165	0.0%	11	0.7251126	Met Standard
Resale	A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res		0		0		Cannot Determine
Resale	A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/FL(%)	Bus	1.3%	128,410	4.1%	1,343	-8.936459	Failed Standard
Resale	A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0.1%	130,251	0.3%	9,251	-7.452574	Failed Standard
Resale	A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	5.3%	809	0.0%	14	0.879048	Met Standard
Resale	A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.0%	33	0.0%	2		Cannot Determine
Resale	A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3.6%	5,044	7.1%	14	-0.7146537	Met Standard
Resale	A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	6.9%	116	0.0%	47	1.574098	Met Standard
Resale	A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.0%	17	0.0%	1		Cannot Determine
Resale	A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design		0		0		Cannot Determine
Resale	A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/FL(%)	PBX	3.1%	259	0.0%	6	0.4322138	Met Standard
Resale	A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	1.4%	709	2.9%	68	-1.025766	Met Standard
Resale	A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.0%	7	0.0%	3		Cannot Determine
Resale	A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.0%	149	0.0%	17		Cannot Determine
Resale	A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	4.8%	1,961	0.0%	11	0.742288	Met Standard
Resale	A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.0%	4,216	0.0%	49	0.106424	Met Standard
Resale	A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	7.0%	143		0		Cannot Determine
Resale	A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.0%	216	0.0%	6		Cannot Determine
Resale	A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	2.8%	2,507	11.1%	18	-2.109456	Failed Standard
Resale	A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	1.1%	2,413	1.9%	52	-0.5830746	Met Standard
Resale	A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.0%	12		0		Cannot Determine
Resale	A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.0%	200	0.0%	25		Cannot Determine
Resale		***% Provisioning Troubles within 30 Days***								
Resale	A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	7.9%	143,878	6.2%	11,463	6.292087	Met Standard

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3.5%	1,950,946	4.4%	164,031	-20.10814	Failed Standard
Resale	A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	10.5%	171	18.2%	11	-0.8021995	Met Standard
Resale	A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res	0.0%	1		0		Cannot Determine
Resale	A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/FL(%)	Bus	2.2%	128,964	5.3%	1,427	-8.158458	Failed Standard
Resale	A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	4.7%	124,353	4.3%	9,186	2.007684	Met Standard
Resale	A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	7.8%	785	15.4%	13	-1.016868	Met Standard
Resale	A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	5.6%	36	0.0%	2	0.3338048	Met Standard
Resale	A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3.3%	4,930	0.0%	17	0.7655897	Met Standard
Resale	A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	2.2%	138	0.0%	51	0.9100029	Met Standard
Resale	A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.0%	15	0.0%	1		Cannot Determine
Resale	A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design		0		0		Cannot Determine
Resale	A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	1.2%	253	0.0%	10	0.3399668	Met Standard
Resale	A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	1.6%	671	1.4%	71	0.1450963	Met Standard
Resale	A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.0%	4	0.0%	2		Cannot Determine
Resale	A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.7%	136	0.0%	18	0.3429727	Met Standard
Resale	A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	1.2%	1,973	12.5%	8	-2.903251	Failed Standard
Resale	A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.9%	3,739	2.4%	41	-1.056511	Met Standard
Resale	A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	2.5%	79		0		Cannot Determine
Resale	A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	1.8%	282	0.0%	3	0.2314299	Met Standard
Resale	A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	1.6%	2,593	0.0%	32	0.7206692	Met Standard
Resale	A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0.5%	2,320	0.0%	53	0.4966595	Met Standard
Resale	A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.0%	28	0.0%	1		Cannot Determine
Resale	A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.0%	172	0.0%	19		Cannot Determine
Resale		***Average Completion Notice Interval - Mechanized***								
Resale	A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Res	4.267	130,026	0.960	10,167	15.06433	Met Standard
Resale	A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	1.222	1,895,097	0.776	165,628	30.43422	Met Standard
Resale	A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	6.291	155	0.204	10	0.6975632	Met Standard
Resale	A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Res		0		0		Cannot Determine
Resale	A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Bus	2.465	120,785	1.268	990	2.513495	Met Standard
Resale	A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Bus	2.046	124,474	0.756	7,337	7.458692	Met Standard
Resale	A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	6.631	676	0.329	7	0.5587395	Met Standard
Resale	A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	1.938	30	0.020	1	0.3371986	Met Standard
Resale	A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	186.232	4,162	46.070	1	0.2353496	Met Standard
Resale	A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	156.484	97		0		Cannot Determine
Resale	A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	21.541	15		0		Cannot Determine
Resale	A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Design		0		0		Cannot Determine
Resale	A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	97.528	194		0		Cannot Determine
Resale	A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	13.950	656	0.502	5	0.2986696	Met Standard
Resale	A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	2.713	7		0		Cannot Determine
Resale	A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	1.577	142	0.950	1	0.1087751	Met Standard
Resale	A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	11.535	1,732		0		Cannot Determine
Resale	A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	6.313	4,025	2.542	5	0.2190746	Met Standard
Resale	A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	9.318	132		0		Cannot Determine
Resale	A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	5.615	207	0.020	2	0.3706332	Met Standard
Resale	A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	111.141	1,832	0.020	2	0.5683286	Met Standard
Resale	A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	10.019	2,228	0.585	6	0.3304008	Met Standard
Resale	A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN	0.351	7		0		Cannot Determine
Resale	A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN	3.323	184	0.830	2	0.1929195	Met Standard
Resale		***Average Completion Notice Interval - Non-Mechanized***								
Resale	A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic			10.549	1,166		Diagnostic
Resale	A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			11.058	3,498		Diagnostic
Resale	A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Diagnostic			68.070	1		Diagnostic
Resale	A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
Resale	A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Diagnostic			22.604	302		Diagnostic
Resale	A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			16.906	1,619		Diagnostic
Resale	A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			28.920	7		Diagnostic
Resale	A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0.170	1		Diagnostic
Resale	A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Diagnostic			46.298	12		Diagnostic
Resale	A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			49.442	43		Diagnostic
Resale	A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Diagnostic			21.070	1		Diagnostic
Resale	A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
Resale	A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	Diagnostic			25.113	6		Diagnostic
Resale	A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			23.201	61		Diagnostic
Resale	A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic			30.887	3		Diagnostic
Resale	A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			18.712	16		Diagnostic
Resale	A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			31.997	11		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			18.262	44		Diagnostic
Resale	A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
Resale	A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			10.730	4		Diagnostic
Resale	A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			42.650	16		Diagnostic
Resale	A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			30.460	45		Diagnostic
Resale	A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
Resale	A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.401	22		Diagnostic
Resale		***Total Service Order Cycle Time - Mechanized***								
Resale	A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.217	7,439		Diagnostic
Resale	A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.731	122,643		Diagnostic
Resale	A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.750	8		Diagnostic
Resale	A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.018	481		Diagnostic
Resale	A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.983	3,773		Diagnostic
Resale	A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.000	3		Diagnostic
Resale	A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale		***Total Service Order Cycle Time - Partially Mechanized***								
Resale	A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.852	1,353		Diagnostic
Resale	A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.741	36,513		Diagnostic
Resale	A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			0.330	1		Diagnostic
Resale	A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.150	213		Diagnostic
Resale	A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.841	2,329		Diagnostic
Resale	A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.000	2		Diagnostic
Resale	A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.000	1		Diagnostic
Resale	A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.000	1		Diagnostic
Resale	A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.663	4		Diagnostic
Resale	A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale		***Total Service Order Cycle Time - Non-Mechanized***								
Resale	A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.601	274		Diagnostic
Resale	A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.954	595		Diagnostic
Resale	A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			6.655	109		Diagnostic
Resale	A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.188	612		Diagnostic
Resale	A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.333	3		Diagnostic
Resale	A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

						January through March (2002) Results					
Category	**SQM ID**	**SQM number**	**Product**	**Standard/Analog**	**BellSouth Measure**	**BellSouth Volume**	**ALEC Measure**	**ALEC Volume**	**Z-Score**	**Final Result**
Resale	A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			5.500	4		Diagnostic
Resale	A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			9.131	18		Diagnostic
Resale	A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.000	1		Diagnostic
Resale	A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			4.500	2		Diagnostic
Resale	A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.264	35		Diagnostic
Resale	A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.000	2		Diagnostic
Resale	A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.444	9		Diagnostic
Resale	A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			7.000	8		Diagnostic
Resale	A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.749	20		Diagnostic
Resale	A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.000	1		Diagnostic
Resale	A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.333	3		Diagnostic
Resale	A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.399	20		Diagnostic
Resale	A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			12.938	16		Diagnostic
Resale		***Total Service Order Cycle Time (offered) - Mechanized***								
Resale	A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.136	6,958		Diagnostic
Resale	A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.810	93,941		Diagnostic
Resale	A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.714	7		Diagnostic
Resale	A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.018	480		Diagnostic
Resale	A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.022	3,497		Diagnostic
Resale	A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.000	3		Diagnostic
Resale	A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale		***Total Service Order Cycle Time (offered) - Partially Mechanized***								
Resale	A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.803	1,276		Diagnostic
Resale	A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.687	31,155		Diagnostic
Resale	A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			0.330	1		Diagnostic
Resale	A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.105	202		Diagnostic
Resale	A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.787	1,979		Diagnostic
Resale	A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.000	2		Diagnostic
Resale	A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.000	1		Diagnostic
Resale	A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.000	1		Diagnostic
Resale	A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale		***Total Service Order Cycle Time (offered) - Non-Mechanized***								
Resale	A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.647	244		Diagnostic
Resale	A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.038	480		Diagnostic
Resale	A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			6.709	95		Diagnostic
Resale	A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.188	514		Diagnostic
Resale	A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.333	3		Diagnostic
Resale	A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.667	3		Diagnostic
Resale	A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			9.583	12		Diagnostic
Resale	A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.000	1		Diagnostic
Resale	A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			4.500	2		Diagnostic
Resale	A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.727	28		Diagnostic
Resale	A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.000	2		Diagnostic
Resale	A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.750	8		Diagnostic
Resale	A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			7.571	7		Diagnostic
Resale	A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.468	15		Diagnostic
Resale	A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			17.000	1		Diagnostic
Resale	A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.833	18		Diagnostic
Resale	A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
Resale	A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			12.938	16		Diagnostic
Resale		***% Completions w/o Notice or < 24 hours***								
Resale	A.2.24.1.1	P-6	Residence/Dispatch/FL(%)	Diagnostic			24.3%	10,341		Diagnostic
Resale	A.2.24.1.2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			45.2%	166,941		Diagnostic
Resale	A.2.24.2.1	P-6	Business/Dispatch/FL(%)	Diagnostic			25.4%	989		Diagnostic
Resale	A.2.24.2.2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			36.7%	8,198		Diagnostic
Resale	A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			9.1%	11		Diagnostic
Resale	A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			43.5%	23		Diagnostic
Resale	A.2.24.4.1	P-6	PBX/Dispatch/FL(%)	Diagnostic			50.0%	6		Diagnostic
Resale	A.2.24.4.2	P-6	PBX/Non-Dispatch/FL(%)	Diagnostic			39.7%	63		Diagnostic
Resale	A.2.24.5.1	P-6	Centrex/Dispatch/FL(%)	Diagnostic			37.5%	8		Diagnostic
Resale	A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			11.4%	35		Diagnostic
Resale	A.2.24.6.1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			50.0%	12		Diagnostic
Resale	A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			16.7%	54		Diagnostic
Resale		***Service Order Accuracy***								
Resale	A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL(%)	>= 95%			93.1%	364		Failed Standard
Resale	A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			97.2%	355		Met Standard
Resale	A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL(%)	>= 95%			97.2%	36		Met Standard
Resale	A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/FL(%)	>= 95%				0		Cannot Determine
Resale	A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/FL(%)	>= 95%			91.2%	430		Failed Standard
Resale	A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			94.8%	404		Failed Standard
Resale	A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL(%)	>= 95%			97.0%	33		Met Standard
Resale	A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			87.8%	49		Failed Standard
Resale	A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			90.4%	146		Failed Standard
Resale	A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			95.0%	297		Failed Standard
Resale	A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.0%	3		Met Standard
Resale	A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			81.8%	33		Failed Standard
Resale										
Resale		***Resale - Maintenance and Repair***								
Resale		***Missed Repair Appointments***								
Resale	A.3.1.1.1	M&R-1	Residence/Dispatch/FL(%)	Res	8.2%	229,252	4.3%	11,164	14.92891	Met Standard
Resale	A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	0.9%	136,823	1.2%	6,823	-3.012852	Failed Standard
Resale	A.3.1.2.1	M&R-1	Business/Dispatch/FL(%)	Bus	8.1%	43,637	6.8%	1,777	1.894049	Met Standard
Resale	A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL(%)	Bus	1.9%	27,984	1.2%	939	1.631005	Met Standard
Resale	A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	5.6%	4,061	0.9%	108	2.089535	Met Standard
Resale	A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	1.3%	5,139	0.0%	63	0.905794	Met Standard
Resale	A.3.1.4.1	M&R-1	PBX/Dispatch/FL(%)	PBX	14.4%	916	14.7%	34	-0.0481861	Met Standard
Resale	A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL(%)	PBX	5.0%	482	15.6%	32	-2.679249	Failed Standard
Resale	A.3.1.5.1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	13.8%	3,655	26.7%	30	-2.025375	Failed Standard
Resale	A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	3.7%	2,751	0.0%	12	0.6782621	Met Standard
Resale	A.3.1.6.1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	3.3%	870	0.0%	12	0.6388184	Met Standard
Resale	A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	0.6%	1,248	0.0%	12	0.2765596	Met Standard

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale		***Customer Trouble Report Rate***								
Resale	A.3.2.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	1.7%	13,100,000	2.0%	556,581	-14.35074	Failed Standard
Resale	A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL(%)	Res	1.0%	13,100,000	1.2%	556,581	-13.47618	Failed Standard
Resale	A.3.2.2.1	M&R-2	Business/Dispatch/FL(%)	Bus	1.2%	3,560,632	8.6%	20,622	-96.1555	Failed Standard
Resale	A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL(%)	Bus	0.8%	3,560,632	4.6%	20,622	-61.27399	Failed Standard
Resale	A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	0.7%	599,152	1.3%	8,332	-6.828094	Failed Standard
Resale	A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL(%)	Design	0.9%	599,152	0.8%	8,332	0.9818954	Met Standard
Resale	A.3.2.4.1	M&R-2	PBX/Dispatch/FL(%)	PBX	0.2%	550,646	0.1%	24,506	0.9997277	Met Standard
Resale	A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0.1%	550,646	0.1%	24,506	-2.396032	Failed Standard
Resale	A.3.2.5.1	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0.5%	700,627	0.5%	5,798	0.0173242	Met Standard
Resale	A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.4%	700,627	0.2%	5,798	2.273806	Met Standard
Resale	A.3.2.6.1	M&R-2	ISDN/Dispatch/FL(%)	ISDN	0.1%	1,113,541	0.1%	13,927	-0.4025923	Met Standard
Resale	A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	0.1%	1,113,541	0.1%	13,927	0.96127	Met Standard
Resale		***Maintenance Average Duration***								
Resale	A.3.3.1.1	M&R-3	Residence/Dispatch/FL(hours)	Res	17.652	229,252	15.226	11,164	10.9873	Met Standard
Resale	A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL(hours)	Res	5.383	136,823	4.626	6,823	4.719009	Met Standard
Resale	A.3.3.2.1	M&R-3	Business/Dispatch/FL(hours)	Bus	13.596	43,637	13.264	1,777	0.6430266	Met Standard
Resale	A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL(hours)	Bus	3.908	27,984	3.741	939	0.3594198	Met Standard
Resale	A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL(hours)	Design	13.816	4,061	4.563	108	0.9764769	Met Standard
Resale	A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL(hours)	Design	3.236	5,139	2.377	63	0.2388835	Met Standard
Resale	A.3.3.4.1	M&R-3	PBX/Dispatch/FL(hours)	PBX	16.086	916	15.493	34	0.0986752	Met Standard
Resale	A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL(hours)	PBX	5.468	482	4.807	32	0.2021467	Met Standard
Resale	A.3.3.5.1	M&R-3	Centrex/Dispatch/FL(hours)	Centrex	15.906	3,655	13.560	30	0.5889834	Met Standard
Resale	A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL(hours)	Centrex	3.808	2,751	1.497	12	0.9815409	Met Standard
Resale	A.3.3.6.1	M&R-3	ISDN/Dispatch/FL(hours)	ISDN	6.437	870	5.868	12	0.1946928	Met Standard
Resale	A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL(hours)	ISDN	2.479	1,248	1.938	12	0.4202491	Met Standard
Resale		***% Repeat Troubles within 30 Days***								
Resale	A.3.4.1.1	M&R-4	Residence/Dispatch/FL(%)	Res	16.1%	229,252	12.5%	11,164	10.10352	Met Standard
Resale	A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL(%)	Res	14.4%	136,823	13.6%	6,823	1.931896	Met Standard
Resale	A.3.4.2.1	M&R-4	Business/Dispatch/FL(%)	Bus	13.8%	43,637	13.2%	1,777	0.6661056	Met Standard
Resale	A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL(%)	Bus	13.2%	27,984	9.5%	939	3.348755	Met Standard
Resale	A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL(%)	Design	21.9%	4,061	10.2%	108	2.897893	Met Standard
Resale	A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL(%)	Design	20.0%	5,139	17.5%	63	0.5083372	Met Standard
Resale	A.3.4.4.1	M&R-4	PBX/Dispatch/FL(%)	PBX	15.6%	916	17.6%	34	-0.3218559	Met Standard
Resale	A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL(%)	PBX	11.4%	482	21.9%	32	-1.803334	Failed Standard
Resale	A.3.4.5.1	M&R-4	Centrex/Dispatch/FL(%)	Centrex	12.0%	3,655	16.7%	30	-0.7860501	Met Standard
Resale	A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL(%)	Centrex	14.8%	2,751	8.3%	12	0.6316442	Met Standard
Resale	A.3.4.6.1	M&R-4	ISDN/Dispatch/FL(%)	ISDN	15.6%	870	25.0%	12	-0.887233	Met Standard
Resale	A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL(%)	ISDN	11.8%	1,248	0.0%	12	1.25973	Met Standard
Resale		***Out of Service > 24 hours***								
Resale	A.3.5.1.1	M&R-5	Residence/Dispatch/FL(%)	Res	14.6%	147,695	11.1%	8,203	8.84952	Met Standard
Resale	A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL(%)	Res	4.5%	33,924	2.9%	2,114	3.486588	Met Standard
Resale	A.3.5.2.1	M&R-5	Business/Dispatch/FL(%)	Bus	10.5%	27,039	10.9%	1,281	-0.4461669	Met Standard
Resale	A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL(%)	Bus	2.1%	10,637	3.5%	456	-2.149307	Failed Standard
Resale	A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL(%)	Design	5.6%	4,061	0.9%	108	2.089535	Met Standard
Resale	A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL(%)	Design	1.3%	5,139	0.0%	63	0.905794	Met Standard
Resale	A.3.5.4.1	M&R-5	PBX/Dispatch/FL(%)	PBX	13.5%	696	12.5%	24	0.1419238	Met Standard
Resale	A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL(%)	PBX	6.4%	266	3.3%	30	0.6485925	Met Standard
Resale	A.3.5.5.1	M&R-5	Centrex/Dispatch/FL(%)	Centrex	17.4%	2,530	7.1%	14	1.00896	Met Standard
Resale	A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL(%)	Centrex	2.5%	1,236	0.0%	8	0.4524327	Met Standard
Resale	A.3.5.6.1	M&R-5	ISDN/Dispatch/FL(%)	ISDN	3.3%	870	0.0%	12	0.6388184	Met Standard
Resale	A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL(%)	ISDN	0.6%	1,248	0.0%	12	0.2765596	Met Standard
Resale										
Resale		***Resale - Billing***								
Resale		***Invoice Accuracy***								
Resale	A.4.1	B-1	FL(%)	BST - State	97.5%	1,540,000,000	99.9%	40,800,000	-973.2625	Met Standard
Resale		***Mean Time to Deliver Invoices - CRIS***								
Resale	A.4.2	B-2	Region(business days)	BST - Region	4.063	3	3.648	5,657		Met Standard
		Unbundled Network Elements - Ordering								
		% Rejected Service Requests - Mechanized								
UNE	B.1.1.1	O-7	Switch Ports/FL(%)	Diagnostic				0		Diagnostic
UNE	B.1.1.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic				0		Diagnostic
UNE	B.1.1.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			16.2%	43,640		Diagnostic
UNE	B.1.1.4	O-7	Combo Other/FL(%)	Diagnostic				0		Diagnostic
UNE	B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			26.7%	1,343		Diagnostic
UNE	B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			10.9%	101		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

						January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.1.7	O-7	Line Sharing/FL(%)	Diagnostic			25.0%	663		Diagnostic
UNE	B.1.1.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			12.0%	3,838		Diagnostic
UNE	B.1.1.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			9.8%	2,257		Diagnostic
UNE	B.1.1.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic				0		Diagnostic
UNE	B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic				0		Diagnostic
UNE	B.1.1.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			31.0%	239		Diagnostic
UNE	B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			89.1%	430		Diagnostic
UNE	B.1.1.14	O-7	Other Design/FL(%)	Diagnostic			32.9%	547		Diagnostic
UNE	B.1.1.15	O-7	Other Non-Design/FL(%)	Diagnostic			57.7%	31,669		Diagnostic
UNE	B.1.1.16	O-7	INP Standalone/FL(%)	Diagnostic			100.0%	1		Diagnostic
UNE	B.1.1.17	O-13	LNP Standalone/FL(%)	Diagnostic			9.1%	11,716		Diagnostic
UNE		***% Rejected Service Requests - Partially Mechanized***								
UNE	B.1.2.1	O-7	Switch Ports/FL(%)	Diagnostic				0		Diagnostic
UNE	B.1.2.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic				0		Diagnostic
UNE	B.1.2.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			28.7%	23,641		Diagnostic
UNE	B.1.2.4	O-7	Combo Other/FL(%)	Diagnostic				0		Diagnostic
UNE	B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			3.6%	55		Diagnostic
UNE	B.1.2.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			13.0%	424		Diagnostic
UNE	B.1.2.7	O-7	Line Sharing/FL(%)	Diagnostic			40.8%	721		Diagnostic
UNE	B.1.2.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			27.9%	1,534		Diagnostic
UNE	B.1.2.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			19.1%	3,457		Diagnostic
UNE	B.1.2.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			100.0%	1		Diagnostic
UNE	B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic				0		Diagnostic
UNE	B.1.2.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			43.4%	1,930		Diagnostic
UNE	B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			29.7%	6,870		Diagnostic
UNE	B.1.2.14	O-7	Other Design/FL(%)	Diagnostic			52.6%	595		Diagnostic
UNE	B.1.2.15	O-7	Other Non-Design/FL(%)	Diagnostic			50.1%	18,630		Diagnostic
UNE	B.1.2.16	O-7	INP Standalone/FL(%)	Diagnostic			0.0%	1		Diagnostic
UNE	B.1.2.17	O-13	LNP Standalone/FL(%)	Diagnostic			42.6%	4,928		Diagnostic
UNE		***% Rejected Service Requests - Non-Mechanized***								
UNE	B.1.3.1	O-7	Switch Ports/FL(%)	Diagnostic				0		Diagnostic
UNE	B.1.3.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			56.1%	239		Diagnostic
UNE	B.1.3.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			49.4%	3,149		Diagnostic
UNE	B.1.3.4	O-7	Combo Other/FL(%)	Diagnostic				0		Diagnostic
UNE	B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			30.6%	693		Diagnostic
UNE	B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			21.9%	1,450		Diagnostic
UNE	B.1.3.7	O-7	Line Sharing/FL(%)	Diagnostic			27.3%	472		Diagnostic
UNE	B.1.3.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			42.6%	491		Diagnostic
UNE	B.1.3.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			30.4%	3,413		Diagnostic
UNE	B.1.3.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0.0%	3		Diagnostic
UNE	B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			34.4%	32		Diagnostic
UNE	B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			58.4%	173		Diagnostic
UNE	B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			44.6%	307		Diagnostic
UNE	B.1.3.14	O-7	Other Design/FL(%)	Diagnostic			34.3%	2,135		Diagnostic
UNE	B.1.3.15	O-7	Other Non-Design/FL(%)	Diagnostic			38.6%	5,016		Diagnostic
UNE	B.1.3.16	O-7	INP Standalone/FL(%)	Diagnostic			48.6%	148		Diagnostic
UNE	B.1.3.17	O-13	LNP Standalone/FL(%)	Diagnostic			35.4%	2,556		Diagnostic
UNE		***Reject Interval - Mechanized***								
UNE	B.1.4.1	O-8	Switch Ports/FL(%)	>= 97% w in 1 hr				0		Cannot Determine
UNE	B.1.4.2	O-8	Local Interoffice Transport/FL(%)	>= 97% w in 1 hr				0		Cannot Determine
UNE	B.1.4.3	O-8	Loop + Port Combinations/FL(%)	>= 97% w in 1 hr			91.2%	7,102		Failed Standard
UNE	B.1.4.4	O-8	Combo Other/FL(%)	>= 97% w in 1 hr				0		Cannot Determine
UNE	B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 97% w in 1 hr			99.4%	359		Met Standard
UNE	B.1.4.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 97% w in 1 hr			81.8%	11		Failed Standard
UNE	B.1.4.7	O-8	Line Sharing/FL(%)	>= 97% w in 1 hr			64.5%	169		Failed Standard
UNE	B.1.4.8	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			70.3%	478		Failed Standard
UNE	B.1.4.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w in 1 hr			74.0%	227		Failed Standard
UNE	B.1.4.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 97% w in 1 hr				0		Cannot Determine
UNE	B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 97% w in 1 hr				0		Cannot Determine
UNE	B.1.4.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 97% w in 1 hr			97.3%	74		Met Standard
UNE	B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 97% w in 1 hr			99.5%	383		Met Standard
UNE	B.1.4.14	O-8	Other Design/FL(%)	>= 97% w in 1 hr			81.0%	184		Failed Standard
UNE	B.1.4.15	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr			74.6%	18,789		Failed Standard
UNE	B.1.4.16	O-8	INP Standalone/FL(%)	>= 97% w in 1 hr			100.0%	1		Met Standard
UNE	B.1.4.17	O-14	LNP Standalone/FL(%)	>= 97% w in 1 hr			99.0%	1,065		Met Standard
UNE		***Reject Interval - Partially Mechanized - 10 hours***								

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

						January through March (2002) Results			
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.7.1	O-8	Switch Ports/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
UNE	B.1.7.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
UNE	B.1.7.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			96.0%	6,917		Met Standard
UNE	B.1.7.4	O-8	Combo Other/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
UNE	B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			100.0%	2		Met Standard
UNE	B.1.7.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			89.8%	59		Met Standard
UNE	B.1.7.7	O-8	Line Sharing/FL(%)	>= 85% w in 10 hrs			81.5%	298		Failed Standard
UNE	B.1.7.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			86.7%	459		Met Standard
UNE	B.1.7.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			78.8%	676		Failed Standard
UNE	B.1.7.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs			100.0%	1		Met Standard
UNE	B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
UNE	B.1.7.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			82.4%	871		Failed Standard
UNE	B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			79.7%	2,130		Failed Standard
UNE	B.1.7.14	O-8	Other Design/FL(%)	>= 85% w in 10 hrs			95.6%	320		Met Standard
UNE	B.1.7.15	O-8	Other Non-Design/FL(%)	>= 85% w in 10 hrs			96.1%	9,543		Met Standard
UNE	B.1.7.16	O-8	INP Standalone/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
UNE	B.1.7.17	O-14	LNP Standalone/FL(%)	>= 85% w in 10 hrs			94.8%	2,130		Met Standard
UNE		***Reject Interval - Non-Mechanized***								
UNE	B.1.8.1	O-8	Switch Ports/FL(%)	>= 85% w in 24 hrs				0		Cannot Determine
UNE	B.1.8.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs			98.5%	137		Met Standard
UNE	B.1.8.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			98.9%	1,581		Met Standard
UNE	B.1.8.4	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs				0		Cannot Determine
UNE	B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 24 hrs			100.0%	213		Met Standard
UNE	B.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			98.8%	340		Met Standard
UNE	B.1.8.7	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			99.2%	129		Met Standard
UNE	B.1.8.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			100.0%	216		Met Standard
UNE	B.1.8.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			99.5%	1,069		Met Standard
UNE	B.1.8.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 24 hrs				0		Cannot Determine
UNE	B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 24 hrs			100.0%	11		Met Standard
UNE	B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			99.0%	102		Met Standard
UNE	B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs			99.3%	144		Met Standard
UNE	B.1.8.14	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			99.3%	747		Met Standard
UNE	B.1.8.15	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			99.7%	1,968		Met Standard
UNE	B.1.8.16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			100.0%	73		Met Standard
UNE	B.1.8.17	O-14	LNP Standalone/FL(%)	>= 85% w in 24 hrs			99.2%	899		Met Standard
UNE		***FOC Timeliness - Mechanized***								
UNE	B.1.9.1	O-9	Switch Ports/FL(%)	>= 95% w in 3 hrs				0		Cannot Determine
UNE	B.1.9.2	O-9	Local Interoffice Transport/FL(%)	>= 95% w in 3 hrs				0		Cannot Determine
UNE	B.1.9.3	O-9	Loop + Port Combinations/FL(%)	>= 95% w in 3 hrs			99.4%	36,769		Met Standard
UNE	B.1.9.4	O-9	Combo Other/FL(%)	>= 95% w in 3 hrs				0		Cannot Determine
UNE	B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 3 hrs			99.2%	989		Met Standard
UNE	B.1.9.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			94.6%	92		Failed Standard
UNE	B.1.9.7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs			96.6%	529		Met Standard
UNE	B.1.9.8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99.6%	3,390		Met Standard
UNE	B.1.9.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			99.7%	2,066		Met Standard
UNE	B.1.9.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 95% w in 3 hrs				0		Cannot Determine
UNE	B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 95% w in 3 hrs				0		Cannot Determine
UNE	B.1.9.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 95% w in 3 hrs			99.4%	173		Met Standard
UNE	B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100.0%	143		Met Standard
UNE	B.1.9.14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			99.5%	374		Met Standard
UNE	B.1.9.15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			99.4%	16,812		Met Standard
UNE	B.1.9.16	O-9	INP Standalone/FL(%)	>= 95% w in 3 hrs				0		Cannot Determine
UNE	B.1.9.17	O-15	LNP Standalone/FL(%)	>= 95% w in 3 hrs			97.5%	10,684		Met Standard
UNE		***FOC Timeliness - Partially Mechanized - 10 hours***								
UNE	B.1.12.1	O-9	Switch Ports/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
UNE	B.1.12.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
UNE	B.1.12.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			93.2%	17,764		Met Standard
UNE	B.1.12.4	O-9	Combo Other/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
UNE	B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			88.9%	54		Met Standard
UNE	B.1.12.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			90.6%	373		Met Standard
UNE	B.1.12.7	O-9	Line Sharing/FL(%)	>= 85% w in 10 hrs			99.0%	485		Met Standard
UNE	B.1.12.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			92.4%	1,165		Met Standard
UNE	B.1.12.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			93.2%	3,016		Met Standard
UNE	B.1.12.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
UNE	B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs				0		Cannot Determine
UNE	B.1.12.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			89.9%	1,232		Met Standard

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			93.7%	5,623		Met Standard
UNE	B.1.12.14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			81.3%	368		Failed Standard
UNE	B.1.12.15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs			95.2%	9,082		Met Standard
UNE	B.1.12.16	O-9	INP Standalone/FL(%)	>= 85% w in 10 hrs			100.0%	1		Met Standard
UNE	B.1.12.17	O-15	LNP Standalone/FL(%)	>= 85% w in 10 hrs			95.3%	2,871		Met Standard
UNE		***FOC Timeliness - Non-Mechanized***								
UNE	B.1.13.1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs				0		Cannot Determine
UNE	B.1.13.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			92.5%	107		Met Standard
UNE	B.1.13.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			99.0%	1,447		Met Standard
UNE	B.1.13.4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs				0		Cannot Determine
UNE	B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 36 hrs			99.0%	490		Met Standard
UNE	B.1.13.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			99.2%	1,107		Met Standard
UNE	B.1.13.7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			100.0%	337		Met Standard
UNE	B.1.13.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			99.3%	286		Met Standard
UNE	B.1.13.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			99.6%	2,300		Met Standard
UNE	B.1.13.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs			100.0%	3		Met Standard
UNE	B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 36 hrs			100.0%	19		Met Standard
UNE	B.1.13.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 36 hrs			100.0%	73		Met Standard
UNE	B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			100.0%	161		Met Standard
UNE	B.1.13.14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			99.3%	1,381		Met Standard
UNE	B.1.13.15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			99.6%	3,061		Met Standard
UNE	B.1.13.16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs			100.0%	72		Met Standard
UNE	B.1.13.17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			99.5%	1,623		Met Standard
UNE		***FOC & Reject Response Completeness - Mechanized***								
UNE	B.1.14.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.14.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.14.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.14.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.14.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			99.9%	7,683		Met Standard
UNE	B.1.14.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.8%	35,957		Met Standard
UNE	B.1.14.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.14.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.0%	602		Met Standard
UNE	B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.0%	741		Met Standard
UNE	B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.0%	3		Met Standard
UNE	B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.0%	98		Met Standard
UNE	B.1.14.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100.0%	348		Met Standard
UNE	B.1.14.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100.0%	315		Met Standard
UNE	B.1.14.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			96.3%	1,191		Met Standard
UNE	B.1.14.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			98.0%	2,647		Met Standard
UNE	B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			100.0%	1		Met Standard
UNE	B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99.6%	2,256		Met Standard
UNE	B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			97.9%	192		Met Standard
UNE	B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.0%	47		Met Standard
UNE	B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			100.0%	53		Met Standard
UNE	B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			96.3%	377		Met Standard
UNE	B.1.14.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			97.7%	222		Met Standard
UNE	B.1.14.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			99.4%	325		Met Standard
UNE	B.1.14.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			100.0%	29,574		Met Standard
UNE	B.1.14.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			99.9%	2,095		Met Standard
UNE	B.1.14.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.14.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%			100.0%	1		Met Standard
UNE	B.1.14.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100.0%	10,810		Met Standard
UNE	B.1.14.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			99.6%	906		Met Standard
UNE		***FOC & Reject Response Completeness - Partially Mechanized***								
UNE	B.1.15.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.15.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.15.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.15.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.15.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			100.0%	2,585		Met Standard
UNE	B.1.15.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.9%	21,056		Met Standard
UNE	B.1.15.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%				0		Cannot Determine

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.15.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.0%	17		Met Standard
UNE	B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.0%	38		Met Standard
UNE	B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.0%	86		Met Standard
UNE	B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			99.4%	338		Met Standard
UNE	B.1.15.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			99.4%	353		Met Standard
UNE	B.1.15.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			98.6%	368		Met Standard
UNE	B.1.15.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			99.0%	871		Met Standard
UNE	B.1.15.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			99.5%	663		Met Standard
UNE	B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			100.0%	1		Met Standard
UNE	B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99.9%	3,456		Met Standard
UNE	B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%			100.0%	1		Met Standard
UNE	B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			99.8%	1,236		Met Standard
UNE	B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			99.7%	694		Met Standard
UNE	B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			99.8%	927		Met Standard
UNE	B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			99.9%	5,943		Met Standard
UNE	B.1.15.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			100.0%	160		Met Standard
UNE	B.1.15.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			100.0%	435		Met Standard
UNE	B.1.15.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99.9%	17,647		Met Standard
UNE	B.1.15.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			99.4%	983		Met Standard
UNE	B.1.15.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.15.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%			100.0%	1		Met Standard
UNE	B.1.15.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.9%	3,871		Met Standard
UNE	B.1.15.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			99.9%	1,057		Met Standard
UNE		***FOC & Reject Response Completeness - Non-Mechanized***								
UNE	B.1.16.1	O-11	Switch Ports/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.16.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			94.6%	239		Failed Standard
UNE	B.1.16.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			93.3%	3,149		Failed Standard
UNE	B.1.16.4	O-11	Combo Other/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			99.7%	693		Met Standard
UNE	B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			96.0%	1,450		Met Standard
UNE	B.1.16.7	O-11	Line Sharing/FL(%)	>= 95%			95.8%	472		Met Standard
UNE	B.1.16.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			96.9%	491		Met Standard
UNE	B.1.16.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			96.8%	3,413		Met Standard
UNE	B.1.16.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100.0%	3		Met Standard
UNE	B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			96.9%	32		Met Standard
UNE	B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			96.5%	173		Met Standard
UNE	B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			98.0%	307		Met Standard
UNE	B.1.16.14	O-11	Other Design/FL(%)	>= 95%			96.3%	2,135		Met Standard
UNE	B.1.16.15	O-11	Other Non-Design/FL(%)	>= 95%			97.9%	5,016		Met Standard
UNE	B.1.16.16	O-11	INP Standalone/FL(%)	>= 95%			98.6%	148		Met Standard
UNE	B.1.16.17	O-11	LNP Standalone/FL(%)	>= 95%			99.0%	2,556		Met Standard
UNE		***FOC & Reject Response Completeness (Multiple Responses) - Mechanized***								
UNE	B.1.17.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.17.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.17.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.17.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.17.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			86.3%	7,674		Failed Standard
UNE	B.1.17.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			94.8%	35,885		Failed Standard
UNE	B.1.17.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.17.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			99.8%	602		Met Standard
UNE	B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			99.6%	741		Met Standard
UNE	B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.0%	3		Met Standard
UNE	B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			98.0%	98		Met Standard
UNE	B.1.17.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			78.2%	348		Failed Standard
UNE	B.1.17.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			91.4%	315		Failed Standard
UNE	B.1.17.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			75.3%	1,147		Failed Standard
UNE	B.1.17.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			93.8%	2,594		Failed Standard
UNE	B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			0.0%	1		Failed Standard
UNE	B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			93.8%	2,246		Failed Standard
UNE	B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%				0		Cannot Determine

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.0%	188		Met Standard
UNE	B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.0%	47		Met Standard
UNE	B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			100.0%	53		Met Standard
UNE	B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.0%	363		Met Standard
UNE	B.1.17.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			72.3%	217		Failed Standard
UNE	B.1.17.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			71.8%	323		Failed Standard
UNE	B.1.17.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			40.8%	29,568		Failed Standard
UNE	B.1.17.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			88.4%	2,093		Failed Standard
UNE	B.1.17.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.17.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%			100.0%	1		Met Standard
UNE	B.1.17.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100.0%	10,809		Met Standard
UNE	B.1.17.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.0%	902		Met Standard
UNE		***FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized***								
UNE	B.1.18.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.18.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.18.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.18.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.18.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			95.0%	2,584		Met Standard
UNE	B.1.18.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			93.5%	21,042		Failed Standard
UNE	B.1.18.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.18.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.0%	17		Met Standard
UNE	B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.0%	38		Met Standard
UNE	B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			98.8%	86		Met Standard
UNE	B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			97.9%	336		Met Standard
UNE	B.1.18.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			86.6%	351		Failed Standard
UNE	B.1.18.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			85.9%	363		Failed Standard
UNE	B.1.18.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			93.0%	862		Failed Standard
UNE	B.1.18.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			93.0%	660		Failed Standard
UNE	B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			100.0%	1		Met Standard
UNE	B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			92.7%	3,452		Failed Standard
UNE	B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%			100.0%	1		Met Standard
UNE	B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			97.2%	1,234		Met Standard
UNE	B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			94.5%	692		Failed Standard
UNE	B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			91.0%	925		Failed Standard
UNE	B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			93.1%	5,939		Failed Standard
UNE	B.1.18.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			93.1%	160		Failed Standard
UNE	B.1.18.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			76.8%	435		Failed Standard
UNE	B.1.18.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			97.2%	17,631		Met Standard
UNE	B.1.18.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			96.0%	977		Met Standard
UNE	B.1.18.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.18.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%			100.0%	1		Met Standard
UNE	B.1.18.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			98.8%	3,868		Met Standard
UNE	B.1.18.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			97.7%	1,056		Met Standard
UNE		***FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized***								
UNE	B.1.19.1	O-11	Switch Ports/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.19.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			83.6%	226		Failed Standard
UNE	B.1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			92.3%	2,938		Failed Standard
UNE	B.1.19.4	O-11	Combo Other/FL(%)	>= 95%				0		Cannot Determine
UNE	B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			96.2%	691		Met Standard
UNE	B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			93.5%	1,392		Failed Standard
UNE	B.1.19.7	O-11	Line Sharing/FL(%)	>= 95%			92.9%	452		Failed Standard
UNE	B.1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			90.8%	476		Failed Standard
UNE	B.1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			92.4%	3,305		Failed Standard
UNE	B.1.19.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100.0%	3		Met Standard
UNE	B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			90.3%	31		Failed Standard
UNE	B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			90.4%	167		Failed Standard
UNE	B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			94.0%	301		Failed Standard
UNE	B.1.19.14	O-11	Other Design/FL(%)	>= 95%			93.3%	2,057		Failed Standard
UNE	B.1.19.15	O-11	Other Non-Design/FL(%)	>= 95%			94.9%	4,912		Failed Standard
UNE	B.1.19.16	O-11	INP Standalone/FL(%)	>= 95%			97.3%	146		Met Standard

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			97.0%	2,530		Met Standard
UNE										
UNE		***Unbundled Network Elements - Provisioning***								
UNE		***Order Completion Interval***								
UNE	B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.269	238,611		0		Cannot Determine
UNE	B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.859	1,971,564		0		Cannot Determine
UNE	B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.523	767		0		Cannot Determine
UNE	B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	5.778	24		0		Cannot Determine
UNE	B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	DS1/DS3	15.666	6,616	21.851	67	-3.223861	Failed Standard
UNE	B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	DS1/DS3	0.330	2		0		Cannot Determine
UNE	B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	DS1/DS3	12.500	2		0		Cannot Determine
UNE	B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	DS1/DS3		0		0		Cannot Determine
UNE	B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	R&B	3.279	240,411	3.081	1,756	1.700119	Met Standard
UNE	B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0.859	1,977,462	0.600	32,718	29.68712	Met Standard
UNE	B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	0.330	1,198,203	0.330	22,690		Cannot Determine
UNE	B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	1.670	779,259	1.209	10,028	20.3394	Met Standard
UNE	B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	8.428	898	4.209	27	1.427587	Met Standard
UNE	B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.411	380	2.460	8	-0.0378428	Met Standard
UNE	B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	0.330	88	0.330	5		Cannot Determine
UNE	B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(days)	R&B	3.042	292	6.000	3	-1.312412	Met Standard
UNE	B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	3.709	247,062	12.341	230	-16.28292	Failed Standard
UNE	B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D - Disp	3.709	247,062		0		Cannot Determine
UNE	B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D - Disp	8.645	923		0		Cannot Determine
UNE	B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL(days)	R&B&D - Disp	8.645	923		0		Cannot Determine
UNE	B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN - BRI	13.057	1,084	10.974	705	3.680128	Met Standard
UNE	B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.472	1,368		0		Cannot Determine
UNE	B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL(days)	ISDN - BRI		0		0		Cannot Determine
UNE	B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL(days)	ISDN - BRI	3.168	4		0		Cannot Determine
UNE	B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL(days)	ISDN - BRI		0		0		Cannot Determine
UNE	B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.000	1		0		Cannot Determine
UNE	B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	4.071	25,566	5.118	17	-1.122518	Met Standard
UNE	B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	3.456	16,921	3.410	38	0.213917	Met Standard
UNE	B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	4.286	28		0		Cannot Determine
UNE	B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail	5.000	1		0		Cannot Determine
UNE	B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/FL(days)	ADSL to Retail	3.500	2		0		Cannot Determine
UNE	B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail		0		0		Cannot Determine
UNE	B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.279	240,411	5.109	898	-11.23282	Failed Standard
UNE	B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.279	240,411		0		Cannot Determine
UNE	B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.428	898	6.600	10	0.3798636	Met Standard
UNE	B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.428	898		0		Cannot Determine
UNE	B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.269	238,611	3.974	1,753	-6.061825	Failed Standard
UNE	B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.667	775,565	2.831	35	-3.052867	Failed Standard
UNE	B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.523	767	5.742	22	0.8326864	Met Standard
UNE	B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	6.274	22	2.500	2	1.213799	Met Standard
UNE	B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.279	240,411		0		Cannot Determine
UNE	B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.279	240,411		0		Cannot Determine
UNE	B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.428	898		0		Cannot Determine
UNE	B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.428	898		0		Cannot Determine
UNE	B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.269	238,611	5.000	1	-0.3568479	Met Standard
UNE	B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.667	775,565		0		Cannot Determine
UNE	B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.523	767		0		Cannot Determine
UNE	B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	6.274	22		0		Cannot Determine
UNE	B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.279	240,411	5.426	479	-9.634165	Failed Standard
UNE	B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.279	240,411		0		Cannot Determine
UNE	B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.428	898	7.503	4	0.1220203	Met Standard
UNE	B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.428	898		0		Cannot Determine
UNE	B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.269	238,611	5.035	1,105	-12.07618	Failed Standard
UNE	B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.667	775,565	5.254	1,099	-52.65886	Failed Standard
UNE	B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.523	767	7.404	62	0.5488274	Met Standard
UNE	B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	6.274	22	7.002	51	-0.6781241	Met Standard
UNE	B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	19.205	6,651	4.290	15	1.825943	Met Standard
UNE	B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	5.518	1,360	3.000	9	0.4880888	Met Standard
UNE	B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	16.533	25		0		Cannot Determine
UNE	B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	3.472	193		0		Cannot Determine
UNE	B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	3.279	240,411	4.401	92	-2.208549	Failed Standard
UNE	B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0.859	1,977,462	1.504	41	-2.647982	Failed Standard

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL(days)	R&B	8.428	898	12.000	1	-0.2359541	Met Standard
UNE	B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.411	380	0.330	2	0.8138916	Met Standard
UNE	B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.269	238,611	0.330	1	0.6058353	Met Standard
UNE	B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.859	1,971,564	0.330	5	0.758805	Met Standard
UNE	B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.523	767		0		Cannot Determine
UNE	B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	5.778	24		0		Cannot Determine
UNE	B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.269	238,611	1.230	13	1.515402	Met Standard
UNE	B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.859	1,971,564	0.646	10,808	14.12699	Met Standard
UNE	B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.523	767		0		Cannot Determine
UNE	B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	5.778	24	0.571	11	2.419842	Met Standard
UNE	B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	4.899	27,877	8.646	1,110	-17.77243	Failed Standard
UNE	B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.719	19,768		0		Cannot Determine
UNE	B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1	3.828	23		0		Cannot Determine
UNE	B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.000	8		0		Cannot Determine
UNE	B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	18.936	1,186	6.863	555	5.68549	Met Standard
UNE	B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	4.011	1,000		0		Cannot Determine
UNE	B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	18.998	10		0		Cannot Determine
UNE	B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	3.464	192		0		Cannot Determine
UNE		***Order Completion Interval within X days***								
UNE	B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL(days)	14 days		0		0		Cannot Determine
UNE	B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL(days)	7 days		0	4.666	438		Met Standard
UNE		***Held Orders***								
UNE	B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	9.186	958		0		Cannot Determine
UNE	B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)	6.000	1		0		Cannot Determine
UNE	B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	19.278	109		0		Cannot Determine
UNE	B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	3.000	4		0		Cannot Determine
UNE	B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL(days)	R&B (POTS)		0		0		Cannot Determine
UNE	B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL(days)	R&B (POTS)		0		0		Cannot Determine
UNE	B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	12.800	5		0		Cannot Determine
UNE	B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice		0		0		Cannot Determine
UNE	B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	21.445	18		0		Cannot Determine
UNE	B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice		0		0		Cannot Determine
UNE	B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice		0		0		Cannot Determine
UNE	B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice		0		0		Cannot Determine
UNE	B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL(days)	R&B	9.164	971	9.151	13	0.0042551	Met Standard
UNE	B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B	6.000	1		0		Cannot Determine
UNE	B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	19.228	110		0		Cannot Determine
UNE	B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	5.400	5		0		Cannot Determine
UNE	B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL(days)	R&B		0		0		Cannot Determine
UNE	B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL(days)	R&B		0		0		Cannot Determine
UNE	B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL(days)	R&B&D - Disp	9.145	974	7.000	1	0.1911169	Met Standard
UNE	B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp	6.000	1		0		Cannot Determine
UNE	B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D - Disp	20.067	117		0		Cannot Determine
UNE	B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	5.400	5		0		Cannot Determine
UNE	B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/FL(days)	R&B&D - Disp		0		0		Cannot Determine
UNE	B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL(days)	R&B&D - Disp	32.000	2		0		Cannot Determine
UNE	B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL(days)	ADSL to Retail	18.019	393	9.750	4	0.9747548	Met Standard
UNE	B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL(days)	ADSL to Retail		0		0		Cannot Determine
UNE	B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL(days)	ADSL to Retail	26.750	12		0		Cannot Determine
UNE	B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL(days)	ADSL to Retail		0		0		Cannot Determine
UNE	B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL(days)	ADSL to Retail		0		0		Cannot Determine
UNE	B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL(days)	ADSL to Retail		0		0		Cannot Determine
UNE	B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL(days)	ISDN - BRI	3.000	1	12.000	4		Cannot Determine
UNE	B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI		0		0		Cannot Determine
UNE	B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI	14.000	2	7.000	1	1.010363	Met Standard
UNE	B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL(days)	ISDN - BRI		0		0		Cannot Determine
UNE	B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/FL(days)	ISDN - BRI		0		0		Cannot Determine
UNE	B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	ISDN - BRI		0		0		Cannot Determine
UNE	B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	18.019	393		0		Cannot Determine
UNE	B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/FL(days)	ADSL to Retail		0		0		Cannot Determine
UNE	B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/FL(days)	ADSL to Retail	26.750	12		0		Cannot Determine
UNE	B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/FL(days)	ADSL to Retail		0		0		Cannot Determine
UNE	B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/FL(days)	ADSL to Retail		0		0		Cannot Determine
UNE	B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/FL(days)	ADSL to Retail		0		0		Cannot Determine
UNE	B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/FL(days)	R&B - Disp	9.164	971	7.167	6	0.4343881	Met Standard
UNE	B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp	6.000	1		0		Cannot Determine

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	19.228	110		0		Cannot Determine
UNE	B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B - Disp	5.400	5		0		Cannot Determine
UNE	B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL(days)	R&B - Disp		0		0		Cannot Determine
UNE	B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/FL(days)	R&B - Disp		0		0		Cannot Determine
UNE	B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	9.186	958	6.859	7	0.5447751	Met Standard
UNE	B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	6.000	1		0		Cannot Determine
UNE	B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19.278	109		0		Cannot Determine
UNE	B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	3.000	4		0		Cannot Determine
UNE	B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or		0		0		Cannot Determine
UNE	B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or		0		0		Cannot Determine
UNE	B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL(days)	R&B - Disp	9.164	971		0		Cannot Determine
UNE	B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	6.000	1		0		Cannot Determine
UNE	B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B - Disp	19.228	110		0		Cannot Determine
UNE	B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	5.400	5		0		Cannot Determine
UNE	B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp		0		0		Cannot Determine
UNE	B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL(days)	R&B - Disp		0		0		Cannot Determine
UNE	B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	9.186	958		0		Cannot Determine
UNE	B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	6.000	1		0		Cannot Determine
UNE	B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19.278	109		0		Cannot Determine
UNE	B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	3.000	4		0		Cannot Determine
UNE	B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or		0		0		Cannot Determine
UNE	B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or		0		0		Cannot Determine
UNE	B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL(days)	R&B - Disp	9.164	971	6.000	3	0.4873129	Met Standard
UNE	B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	6.000	1		0		Cannot Determine
UNE	B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B - Disp	19.228	110	1.000	1	0.8230082	Met Standard
UNE	B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	5.400	5		0		Cannot Determine
UNE	B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp		0		0		Cannot Determine
UNE	B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/FL(days)	R&B - Disp		0		0		Cannot Determine
UNE	B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	9.186	958	6.750	4	0.4316944	Met Standard
UNE	B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	6.000	1		0		Cannot Determine
UNE	B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19.278	109		0		Cannot Determine
UNE	B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	3.000	4	8.000	1	-3.873276	Failed Standard
UNE	B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or		0		0		Cannot Determine
UNE	B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or		0		0		Cannot Determine
UNE	B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/FL(days)	Design	3.670	3		0		Cannot Determine
UNE	B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/FL(days)	Design		0		0		Cannot Determine
UNE	B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/FL(days)	Design	32.089	11		0		Cannot Determine
UNE	B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/FL(days)	Design		0		0		Cannot Determine
UNE	B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/FL(days)	Design		0		0		Cannot Determine
UNE	B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL(days)	Design	32.000	2		0		Cannot Determine
UNE	B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/FL(days)	R&B	9.164	971		0		Cannot Determine
UNE	B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B	6.000	1		0		Cannot Determine
UNE	B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	19.228	110		0		Cannot Determine
UNE	B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	5.400	5	8.000	2	-0.5692858	Met Standard
UNE	B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/FL(days)	R&B		0		0		Cannot Determine
UNE	B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/FL(days)	R&B		0		0		Cannot Determine
UNE	B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	9.186	958		0		Cannot Determine
UNE	B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	6.000	1		0		Cannot Determine
UNE	B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	19.278	109		0		Cannot Determine
UNE	B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	3.000	4		0		Cannot Determine
UNE	B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)		0		0		Cannot Determine
UNE	B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)		0		0		Cannot Determine
UNE	B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	9.186	958		0		Cannot Determine
UNE	B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	6.000	1		0		Cannot Determine
UNE	B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	19.278	109		0		Cannot Determine
UNE	B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	3.000	4		0		Cannot Determine
UNE	B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)		0		0		Cannot Determine
UNE	B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)		0		0		Cannot Determine
UNE	B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL(days)	Digital Loop < DS1	18.292	401	8.713	7	1.465118	Met Standard
UNE	B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL(days)	Digital Loop < DS1		0		0		Cannot Determine
UNE	B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/FL(days)	Digital Loop < DS1	27.069	15	7.000	1	0.6886195	Met Standard
UNE	B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL(days)	Digital Loop < DS1		0		0		Cannot Determine
UNE	B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL(days)	Digital Loop < DS1		0		0		Cannot Determine
UNE	B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL(days)	Digital Loop < DS1		0		0		Cannot Determine
UNE	B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL(days)	Digital Loop >= DS1	4.000	1		0		Cannot Determine
UNE	B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL(days)	Digital Loop >= DS1		0		0		Cannot Determine

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL(days)	Digital Loop >= DS1		0		0		Cannot Determine
UNE	B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL(days)	Digital Loop >= DS1		0		0		Cannot Determine
UNE	B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL(days)	Digital Loop >= DS1		0		0		Cannot Determine
UNE	B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL(days)	Digital Loop >= DS1	32.000	2		0		Cannot Determine
UNE		***% Jeopardies - Mechanized***								
UNE	B.2.5.1	P-2	Switch Ports/FL(%)	R&B (POTS)	0.6%	2,370,242		0		Cannot Determine
UNE	B.2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	32.4%	7,271	0.0%	5	1.548455	Met Standard
UNE	B.2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.6%	2,378,792	0.2%	41,496	10.25453	Met Standard
UNE	B.2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	5.5%	290,415	44.8%	29	-9.284371	Failed Standard
UNE	B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	13.9%	58,301	4.9%	447	5.487422	Met Standard
UNE	B.2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	9.3%	2,591	26.5%	226	-8.593638	Failed Standard
UNE	B.2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	13.9%	58,301	0.0%	46	2.729695	Met Standard
UNE	B.2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.6%	2,378,792	14.8%	1,153	-60.87336	Failed Standard
UNE	B.2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1.3%	1,172,652	9.6%	1,766	-31.33375	Failed Standard
UNE	B.2.5.10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0.6%	2,378,792		0		Cannot Determine
UNE	B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.3%	1,172,652		0		Cannot Determine
UNE	B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.6%	2,378,792	10.1%	892	-35.65975	Failed Standard
UNE	B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.3%	1,172,652	5.5%	3,760	-23.35788	Failed Standard
UNE	B.2.5.14	P-2	Other Design/FL(%)	Design	8.8%	11,228	2.6%	38	1.340103	Met Standard
UNE	B.2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.6%	2,378,792	2.6%	114	-2.696592	Failed Standard
UNE	B.2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.6%	2,370,242	0.0%	4	0.1581011	Met Standard
UNE	B.2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.6%	2,370,242	0.0%	9,535	7.703603	Met Standard
UNE	B.2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	13.7%	64,160	12.5%	648	0.900574	Met Standard
UNE	B.2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	6.8%	3,637	54.1%	379	-34.66821	Failed Standard
UNE		***% Jeopardies - Non-Mechanized***								
UNE	B.2.6.1	P-2	Switch Ports/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.6.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic			0.0%	81		Diagnostic
UNE	B.2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			1.7%	1,198		Diagnostic
UNE	B.2.6.4	P-2	Combo Other/FL(%)	Diagnostic			36.1%	296		Diagnostic
UNE	B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			7.3%	289		Diagnostic
UNE	B.2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			22.7%	656		Diagnostic
UNE	B.2.6.7	P-2	Line Sharing/FL(%)	Diagnostic			0.0%	19		Diagnostic
UNE	B.2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			10.7%	56		Diagnostic
UNE	B.2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			2.8%	321		Diagnostic
UNE	B.2.6.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0.0%	1		Diagnostic
UNE	B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			0.0%	4		Diagnostic
UNE	B.2.6.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			7.9%	177		Diagnostic
UNE	B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			3.9%	726		Diagnostic
UNE	B.2.6.14	P-2	Other Design/FL(%)	Diagnostic			40.0%	5		Diagnostic
UNE	B.2.6.15	P-2	Other Non-Design/FL(%)	Diagnostic			1.4%	72		Diagnostic
UNE	B.2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic			0.0%	2		Diagnostic
UNE	B.2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.0%	1,423		Diagnostic
UNE	B.2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			17.9%	923		Diagnostic
UNE	B.2.6.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			42.9%	673		Diagnostic
UNE		***Average Jeopardy Notice Interval - Mechanized***								
UNE	B.2.8.1	P-2	Switch Ports/FL(hours)	>= 48 hrs				0		Cannot Determine
UNE	B.2.8.2	P-2	Local Interoffice Transport/FL(hours)	>= 48 hrs				0		Cannot Determine
UNE	B.2.8.3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			110.791	77		Met Standard
UNE	B.2.8.4	P-2	Combo Other/FL(hours)	>= 48 hrs			326.546	13		Met Standard
UNE	B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	>= 48 hrs			139.380	19		Met Standard
UNE	B.2.8.6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			304.722	60		Met Standard
UNE	B.2.8.7	P-2	Line Sharing/FL(hours)	>= 48 hrs				0		Cannot Determine
UNE	B.2.8.8	P-2	2W Analog Loop Design/FL(hours)	>= 48 hrs			152.962	170		Met Standard
UNE	B.2.8.9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			105.144	155		Met Standard
UNE	B.2.8.10	P-2	2W Analog Loop w/INP Design/FL(hours)	>= 48 hrs				0		Cannot Determine
UNE	B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	>= 48 hrs				0		Cannot Determine
UNE	B.2.8.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	>= 48 hrs			174.939	90		Met Standard
UNE	B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			136.621	205		Met Standard
UNE	B.2.8.14	P-2	Other Design/FL(hours)	>= 48 hrs			146.630	1		Met Standard
UNE	B.2.8.15	P-2	Other Non-Design/FL(hours)	>= 48 hrs			400.340	3		Met Standard
UNE	B.2.8.16	P-2	INP (Standalone)/FL(hours)	>= 48 hrs				0		Cannot Determine
UNE	B.2.8.17	P-2	LNP (Standalone)/FL(hours)	>= 48 hrs				0		Cannot Determine
UNE	B.2.8.18	P-2	Digital Loop < DS1/FL(hours)	>= 48 hrs			269.733	78		Met Standard
UNE	B.2.8.19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			265.359	205		Met Standard
UNE		***Average Jeopardy Notice Interval - Non-Mechanized***								
UNE	B.2.9.1	P-2	Switch Ports/FL(hours)	Diagnostic				0		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

						January through March (2002) Results			
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.9.2	P-2	Local Interoffice Transport/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.9.3	P-2	Loop + Port Combinations/FL(hours)	Diagnostic			122.228	17		Diagnostic
UNE	B.2.9.4	P-2	Combo Other/FL(hours)	Diagnostic			354.503	107		Diagnostic
UNE	B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	Diagnostic			168.526	19		Diagnostic
UNE	B.2.9.6	P-2	UNE ISDN/FL(hours)	Diagnostic			266.807	146		Diagnostic
UNE	B.2.9.7	P-2	Line Sharing/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.9.8	P-2	2W Analog Loop Design/FL(hours)	Diagnostic			149.000	6		Diagnostic
UNE	B.2.9.9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic			111.350	9		Diagnostic
UNE	B.2.9.10	P-2	2W Analog Loop w/INP Design/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.9.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	Diagnostic			162.170	14		Diagnostic
UNE	B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic			173.698	28		Diagnostic
UNE	B.2.9.14	P-2	Other Design/FL(hours)	Diagnostic			170.490	2		Diagnostic
UNE	B.2.9.15	P-2	Other Non-Design/FL(hours)	Diagnostic			172.020	1		Diagnostic
UNE	B.2.9.16	P-2	INP (Standalone)/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.9.17	P-2	LNP (Standalone)/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.9.18	P-2	Digital Loop < DS1/FL(hours)	Diagnostic			259.247	160		Diagnostic
UNE	B.2.9.19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			214.955	282		Diagnostic
UNE		***% Jeopardy Notice >= 48 hours - Mechanized***								
UNE	B.2.10.1	P-2	Switch Ports/FL(%)	95% >= 48 hrs				0		Cannot Determine
UNE	B.2.10.2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs				0		Cannot Determine
UNE	B.2.10.3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			98.4%	61		Met Standard
UNE	B.2.10.4	P-2	Combo Other/FL(%)	95% >= 48 hrs			100.0%	13		Met Standard
UNE	B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	95% >= 48 hrs			73.3%	15		Failed Standard
UNE	B.2.10.6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs			98.3%	60		Met Standard
UNE	B.2.10.7	P-2	Line Sharing/FL(%)	95% >= 48 hrs				0		Cannot Determine
UNE	B.2.10.8	P-2	2W Analog Loop Design/FL(%)	95% >= 48 hrs			96.4%	167		Met Standard
UNE	B.2.10.9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			96.5%	144		Met Standard
UNE	B.2.10.10	P-2	2W Analog Loop w/INP Design/FL(%)	95% >= 48 hrs				0		Cannot Determine
UNE	B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	95% >= 48 hrs				0		Cannot Determine
UNE	B.2.10.12	P-2	2W Analog Loop w/LNP Design/FL(%)	95% >= 48 hrs			98.9%	90		Met Standard
UNE	B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			99.0%	202		Met Standard
UNE	B.2.10.14	P-2	Other Design/FL(%)	95% >= 48 hrs			100.0%	1		Met Standard
UNE	B.2.10.15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs			100.0%	3		Met Standard
UNE	B.2.10.16	P-2	INP (Standalone)/FL(%)	95% >= 48 hrs				0		Cannot Determine
UNE	B.2.10.17	P-2	LNP (Standalone)/FL(%)	95% >= 48 hrs				0		Cannot Determine
UNE	B.2.10.18	P-2	Digital Loop < DS1/FL(%)	95% >= 48 hrs			93.2%	74		Failed Standard
UNE	B.2.10.19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			99.5%	204		Met Standard
UNE		***% Jeopardy Notice >= 48 hours - Non-Mechanized***								
UNE	B.2.11.1	P-2	Switch Ports/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.11.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.11.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			93.3%	15		Diagnostic
UNE	B.2.11.4	P-2	Combo Other/FL(%)	Diagnostic			99.1%	106		Diagnostic
UNE	B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			100.0%	18		Diagnostic
UNE	B.2.11.6	P-2	UNE ISDN/FL(%)	Diagnostic			97.2%	143		Diagnostic
UNE	B.2.11.7	P-2	Line Sharing/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.11.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			100.0%	6		Diagnostic
UNE	B.2.11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			100.0%	8		Diagnostic
UNE	B.2.11.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.11.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			100.0%	14		Diagnostic
UNE	B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			100.0%	28		Diagnostic
UNE	B.2.11.14	P-2	Other Design/FL(%)	Diagnostic			100.0%	2		Diagnostic
UNE	B.2.11.15	P-2	Other Non-Design/FL(%)	Diagnostic			100.0%	1		Diagnostic
UNE	B.2.11.16	P-2	INP (Standalone)/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.11.17	P-2	LNP (Standalone)/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.11.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			97.4%	157		Diagnostic
UNE	B.2.11.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			99.6%	279		Diagnostic
UNE		***Coordinated Customers Conversions***								
UNE	B.2.12.1	P-7	Loops with INP/FL(%)	>= 95% w in 15 min			100.0%	1		Met Standard
UNE	B.2.12.2	P-7	Loops with LNP/FL(%)	>= 95% w in 15 min			99.8%	17,614		Met Standard
UNE		***% Hot Cuts > 15 minutes Early***								
UNE	B.2.13.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.1%	2,827		Met Standard
UNE	B.2.13.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			1.0%	105		Met Standard
UNE	B.2.13.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.0%	640		Met Standard
UNE	B.2.13.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.1%	868		Met Standard

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE		***Hot Cut Timeliness***								
UNE	B.2.14.1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			99.4%	2,827		Met Standard
UNE	B.2.14.2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			99.0%	105		Met Standard
UNE	B.2.14.3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100.0%	640		Met Standard
UNE	B.2.14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			99.9%	868		Met Standard
UNE		***% Hot Cuts > 15 minutes Late***								
UNE	B.2.15.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.5%	2,827		Met Standard
UNE	B.2.15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.0%	105		Met Standard
UNE	B.2.15.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.0%	640		Met Standard
UNE	B.2.15.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.0%	868		Met Standard
UNE		***Average Recovery Time - CCC***								
UNE	B.2.16.1	P-7B	Loops with INP/FL(minutes)	Diagnostic				0		Diagnostic
UNE	B.2.16.2	P-7B	Loops with LNP/FL(minutes)	Diagnostic			242.294	65		Diagnostic
UNE		***% Provisioning Troubles within 7 Days - Hot Cuts***								
UNE	B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			1.8%	4,297		Met Standard
UNE	B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/FL(%)	<= 5%			0.0%	1		Met Standard
UNE	B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/FL(%)	<= 5%			0.9%	7,278		Met Standard
UNE	B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0.4%	7,614		Met Standard
UNE		***% Missed Installation Appointments***								
UNE	B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.3%	269,273		0		Cannot Determine
UNE	B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.0%	2,088,860		0		Cannot Determine
UNE	B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.2%	974		0		Cannot Determine
UNE	B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.0%	33		0		Cannot Determine
UNE	B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	1.0%	6,791	2.4%	83	-1.259462	Met Standard
UNE	B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3	0.0%	2		0		Cannot Determine
UNE	B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3	0.0%	2		0		Cannot Determine
UNE	B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3		0		0		Cannot Determine
UNE	B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	3.3%	271,258	3.9%	2,523	-1.692335	Failed Standard
UNE	B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	0.0%	2,094,844	0.2%	44,017	-18.39228	Failed Standard
UNE	B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	0.0%	1,199,127	0.0%	22,857		Cannot Determine
UNE	B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	0.1%	895,717	0.5%	21,160	-17.57394	Failed Standard
UNE	B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	5.4%	1,124	19.4%	36	-3.654229	Failed Standard
UNE	B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.0%	397	0.0%	9		Cannot Determine
UNE	B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0.0%	89	0.0%	5		Cannot Determine
UNE	B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0.0%	308	0.0%	4		Cannot Determine
UNE	B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	3.3%	279,044	5.3%	318	-2.020986	Failed Standard
UNE	B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3.3%	279,044		0		Cannot Determine
UNE	B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.3%	1,153		0		Cannot Determine
UNE	B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.3%	1,153		0		Cannot Determine
UNE	B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	5.9%	36,546	1.5%	683	4.861802	Met Standard
UNE	B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.1%	20,609		0		Cannot Determine
UNE	B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	3.6%	28		0		Cannot Determine
UNE	B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.0%	1		0		Cannot Determine
UNE	B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	4.1%	1,164	4.7%	834	-0.614644	Met Standard
UNE	B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	1.9%	1,374		0		Cannot Determine
UNE	B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI		0		0		Cannot Determine
UNE	B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.0%	1		0		Cannot Determine
UNE	B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	5.9%	36,546	0.0%	25	1.249077	Met Standard
UNE	B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.1%	20,609	0.0%	48	0.2026114	Met Standard
UNE	B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	3.6%	28		0		Cannot Determine
UNE	B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.0%	1		0		Cannot Determine
UNE	B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.3%	271,258	2.6%	1,224	1.374117	Met Standard
UNE	B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.3%	271,258		0		Cannot Determine
UNE	B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.4%	1,124	0.0%	17	0.9804094	Met Standard
UNE	B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.4%	1,124		0		Cannot Determine
UNE	B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.3%	269,273	2.0%	2,522	3.696912	Met Standard
UNE	B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.1%	891,940	0.0%	41	0.2118803	Met Standard
UNE	B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.2%	974	6.5%	46	-0.382723	Met Standard
UNE	B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.0%	30	0.0%	2		Cannot Determine
UNE	B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.3%	271,258	0.0%	1	0.1852517	Met Standard
UNE	B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.3%	271,258		0		Cannot Determine
UNE	B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.4%	1,124		0		Cannot Determine
UNE	B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.4%	1,124		0		Cannot Determine
UNE	B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.3%	269,273	0.0%	2	0.2615595	Met Standard
UNE	B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.1%	891,940	0.0%	1	0.0330909	Met Standard
UNE	B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.2%	974	0.0%	2	0.3320665	Met Standard

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.0%	30		0		Cannot Determine
UNE	B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.3%	271,258	1.2%	1,026	3.834092	Met Standard
UNE	B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.3%	271,258		0		Cannot Determine
UNE	B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.4%	1,124	0.0%	15	0.9217425	Met Standard
UNE	B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.4%	1,124		0		Cannot Determine
UNE	B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.3%	269,273	0.6%	2,017	6.663704	Met Standard
UNE	B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.1%	891,940	0.4%	2,253	-3.517142	Failed Standard
UNE	B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.2%	974	0.9%	113	1.965771	Met Standard
UNE	B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.0%	30	0.0%	70		Cannot Determine
UNE	B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	3.3%	7,786	0.0%	35	1.092338	Met Standard
UNE	B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	1.8%	1,470	0.0%	9	0.4011334	Met Standard
UNE	B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.0%	29		0		Cannot Determine
UNE	B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.0%	201		0		Cannot Determine
UNE	B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	3.3%	271,258	3.1%	129	0.1379918	Met Standard
UNE	B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	0.0%	2,094,844	4.3%	47	-12.9205	Failed Standard
UNE	B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	5.4%	1,124	0.0%	4	0.478301	Met Standard
UNE	B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.0%	397	0.0%	2		Cannot Determine
UNE	B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.3%	269,273	0.0%	1	0.1849509	Met Standard
UNE	B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.0%	2,088,860	0.0%	5	0.0499461	Met Standard
UNE	B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.2%	974		0		Cannot Determine
UNE	B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.0%	33		0		Cannot Determine
UNE	B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.3%	269,273	0.0%	19	0.8061551	Met Standard
UNE	B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.0%	2,088,860	0.2%	10,892	-4.923479	Failed Standard
UNE	B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.2%	974		0		Cannot Determine
UNE	B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.0%	33	0.0%	19		Cannot Determine
UNE	B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	5.8%	39,204	3.3%	1,471	3.957149	Met Standard
UNE	B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.2%	23,656		0		Cannot Determine
UNE	B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	3.6%	28		0		Cannot Determine
UNE	B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.0%	8		0		Cannot Determine
UNE	B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	2.4%	1,649	5.4%	1,010	-4.905173	Failed Standard
UNE	B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.0%	1,074		0		Cannot Determine
UNE	B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.0%	12		0		Cannot Determine
UNE	B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.0%	199		0		Cannot Determine
UNE		***% Provisioning Troubles within 30 Days***								
UNE	B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.2%	272,842		0		Cannot Determine
UNE	B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.6%	2,075,299		0		Cannot Determine
UNE	B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.3%	956		0		Cannot Determine
UNE	B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	5.4%	37		0		Cannot Determine
UNE	B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	4.4%	6,114	4.2%	72	0.1039274	Met Standard
UNE	B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3	0.0%	1		0		Cannot Determine
UNE	B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3	0.0%	2		0		Cannot Determine
UNE	B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3		0		0		Cannot Determine
UNE	B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	5.1%	274,799	6.1%	2,349	-2.164187	Failed Standard
UNE	B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	3.6%	2,080,794	3.0%	39,613	5.93781	Met Standard
UNE	B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	3.7%	1,182,294	3.2%	19,373	3.21029	Met Standard
UNE	B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	3.4%	898,509	2.8%	20,240	4.848283	Met Standard
UNE	B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	7.8%	1,039	12.8%	47	-1.242795	Met Standard
UNE	B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	1.8%	454	0.0%	14	0.4937214	Met Standard
UNE	B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	2.1%	96	0.0%	4	0.2857482	Met Standard
UNE	B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	1.7%	358	0.0%	10	0.4074031	Met Standard
UNE	B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.1%	282,582	10.8%	249	-4.141801	Failed Standard
UNE	B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.1%	282,582	9.6%	125	-2.303204	Failed Standard
UNE	B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	7.5%	1,082		0		Cannot Determine
UNE	B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	7.5%	1,082		0		Cannot Determine
UNE	B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	9.0%	38,288	4.5%	600	3.793422	Met Standard
UNE	B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.5%	20,799		0		Cannot Determine
UNE	B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	9.5%	21		0		Cannot Determine
UNE	B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail		0		0		Cannot Determine
UNE	B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	3.1%	1,062	5.1%	803	-2.46332	Failed Standard
UNE	B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.8%	1,359		0		Cannot Determine
UNE	B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI		0		0		Cannot Determine
UNE	B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI		0		0		Cannot Determine
UNE	B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	9.0%	38,288	10.5%	38	-0.3394503	Met Standard
UNE	B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.5%	20,799	11.4%	105	-1.091572	Met Standard
UNE	B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	9.5%	21		0		Cannot Determine
UNE	B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail		0		0		Cannot Determine

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.1%	274,799	9.8%	1,147	-7.079343	Failed Standard
UNE	B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.1%	274,799		0		Cannot Determine
UNE	B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	7.8%	1,039	14.3%	14	-0.899442	Met Standard
UNE	B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	7.8%	1,039		0		Cannot Determine
UNE	B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.2%	272,833	7.8%	2,200	-5.590344	Failed Standard
UNE	B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.4%	895,158	4.8%	42	-0.4815028	Met Standard
UNE	B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8.3%	956	18.7%	32	-2.118787	Failed Standard
UNE	B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.1%	32	0.0%	1	0.1768357	Met Standard
UNE	B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.1%	274,799	0.0%	1	0.2327461	Met Standard
UNE	B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.1%	274,799		0		Cannot Determine
UNE	B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	7.8%	1,039		0		Cannot Determine
UNE	B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	7.8%	1,039		0		Cannot Determine
UNE	B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.2%	272,833	0.0%	3	0.404365	Met Standard
UNE	B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.4%	895,158	0.0%	1	0.1880334	Met Standard
UNE	B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8.3%	956	0.0%	2	0.4240334	Met Standard
UNE	B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.1%	32		0		Cannot Determine
UNE	B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.1%	274,799	8.0%	1,193	-4.54061	Failed Standard
UNE	B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.1%	274,799		0		Cannot Determine
UNE	B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	7.8%	1,039	4.3%	23	0.6100022	Met Standard
UNE	B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	7.8%	1,039		0		Cannot Determine
UNE	B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.2%	272,833	6.1%	2,027	-1.81497	Failed Standard
UNE	B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.4%	895,158	3.4%	2,797	-0.0511739	Met Standard
UNE	B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8.3%	956	14.5%	110	-2.264986	Failed Standard
UNE	B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.1%	32	8.7%	69	-1.496936	Met Standard
UNE	B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	2.7%	7,792	6.0%	67	-1.628687	Met Standard
UNE	B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	0.9%	1,373		0		Cannot Determine
UNE	B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.0%	43	0.0%	1		Cannot Determine
UNE	B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.0%	173		0		Cannot Determine
UNE	B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	5.1%	274,799	1.5%	199	2.320653	Met Standard
UNE	B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	3.6%	2,080,794	7.7%	26	-1.136093	Met Standard
UNE	B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	7.8%	1,039	0.0%	15	1.118218	Met Standard
UNE	B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	1.8%	454	0.0%	2	0.1890486	Met Standard
UNE	B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.2%	272,842		0		Cannot Determine
UNE	B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.6%	2,075,299	0.0%	10	0.6083292	Met Standard
UNE	B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.3%	956		0		Cannot Determine
UNE	B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	5.4%	37		0		Cannot Determine
UNE	B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.2%	272,842	0.0%	37	1.419995	Met Standard
UNE	B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.6%	2,075,299	0.0%	10,227	19.40646	Met Standard
UNE	B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.3%	956		0		Cannot Determine
UNE	B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	5.4%	37	0.0%	27	0.9444386	Met Standard
UNE	B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	8.5%	40,742	4.9%	1,376	4.686525	Met Standard
UNE	B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	7.4%	23,820		0		Cannot Determine
UNE	B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	9.5%	21		0		Cannot Determine
UNE	B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.0%	8		0		Cannot Determine
UNE	B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.9%	1,862	5.3%	1,045	-11.83484	Failed Standard
UNE	B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.1%	1,000		0		Cannot Determine
UNE	B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.0%	28		0		Cannot Determine
UNE	B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.0%	172		0		Cannot Determine
UNE		***Average Completion Notice Interval - Mechanized***								
UNE	B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.400	250,811		0		Cannot Determine
UNE	B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.272	2,019,571		0		Cannot Determine
UNE	B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	6.566	831		0		Cannot Determine
UNE	B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.938	30		0		Cannot Determine
UNE	B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	72.070	6,038		0		Cannot Determine
UNE	B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice		0		0		Cannot Determine
UNE	B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	0.020	1		0		Cannot Determine
UNE	B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice		0		0		Cannot Determine
UNE	B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	R&B	3.440	252,579	0.361	1,988	7.327401	Met Standard
UNE	B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.286	2,025,287	0.920	41,012	10.6675	Met Standard
UNE	B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B	1.568	1,164,439	0.852	20,994	13.17095	Met Standard
UNE	B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B	0.900	860,848	0.985	20,018	-2.256827	Failed Standard
UNE	B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	6.911	970	0.671	28	1.103589	Met Standard
UNE	B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	3.820	378	0.763	4	0.3743334	Met Standard
UNE	B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B	2.918	86	0.480	2	0.2439877	Met Standard
UNE	B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B	4.089	292	1.050	2	0.2541198	Met Standard
UNE	B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp	7.229	258,731	53.480	4	-1.067085	Met Standard

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	R&B&D - Disp		0		0		Cannot Determine
UNE	B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	R&B&D - Disp	7.088	992		0		Cannot Determine
UNE	B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	R&B&D - Disp		0		0		Cannot Determine
UNE	B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	9.595	34,653	22.610	188	-6.538338	Failed Standard
UNE	B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.264	19,821		0		Cannot Determine
UNE	B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	9.177	27		0		Cannot Determine
UNE	B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	91.380	1		0		Cannot Determine
UNE	B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ISDN - BRI	41.766	1,011	18.114	143	4.338084	Met Standard
UNE	B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	6.343	1,299		0		Cannot Determine
UNE	B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN - BRI		0		0		Cannot Determine
UNE	B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	0.730	1		0		Cannot Determine
UNE	B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	9.595	34,653	0.215	4	0.6892328	Met Standard
UNE	B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.264	19,821	0.620	12	0.2463695	Met Standard
UNE	B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	9.177	27		0		Cannot Determine
UNE	B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	91.380	1		0		Cannot Determine
UNE	B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.440	252,579	26.432	1,130	-41.31289	Failed Standard
UNE	B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.440	252,579		0		Cannot Determine
UNE	B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6.911	970	13.115	16	-0.8346052	Met Standard
UNE	B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.911	970		0		Cannot Determine
UNE	B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.400	250,811	0.296	2,156	7.735775	Met Standard
UNE	B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.879	857,258	0.226	26	0.6265932	Met Standard
UNE	B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	6.566	831	0.747	36	1.172842	Met Standard
UNE	B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.124	27	0.020	1	0.1217107	Met Standard
UNE	B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.440	252,579		0		Cannot Determine
UNE	B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.440	252,579		0		Cannot Determine
UNE	B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6.911	970		0		Cannot Determine
UNE	B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.911	970		0		Cannot Determine
UNE	B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.400	250,811		0		Cannot Determine
UNE	B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.879	857,258		0		Cannot Determine
UNE	B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	6.566	831		0		Cannot Determine
UNE	B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.124	27		0		Cannot Determine
UNE	B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.440	252,579	17.896	945	-23.76279	Failed Standard
UNE	B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.440	252,579		0		Cannot Determine
UNE	B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6.911	970	40.304	13	-4.055236	Failed Standard
UNE	B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.911	970		0		Cannot Determine
UNE	B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.400	250,811	0.361	1,889	7.091366	Met Standard
UNE	B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.879	857,258	0.409	2,121	4.070523	Met Standard
UNE	B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	6.566	831	0.433	103	2.014447	Met Standard
UNE	B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.124	27	0.238	66	0.4863568	Met Standard
UNE	B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	162.866	6,152	5.710	5	0.6842186	Met Standard
UNE	B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	33.667	1,290	0.020	9	0.5677059	Met Standard
UNE	B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	14.795	22		0		Cannot Determine
UNE	B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	3.304	185		0		Cannot Determine
UNE	B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	3.440	252,579	0.232	17	0.708613	Met Standard
UNE	B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.286	2,025,287	0.160	28	0.8672121	Met Standard
UNE	B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	6.911	970	0.020	1	0.2335145	Met Standard
UNE	B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	3.820	378		0		Cannot Determine
UNE	B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.400	250,811		0		Cannot Determine
UNE	B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.272	2,019,571		0		Cannot Determine
UNE	B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	6.566	831		0		Cannot Determine
UNE	B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.938	30		0		Cannot Determine
UNE	B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.400	250,811	1.103	3	0.214399	Met Standard
UNE	B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.272	2,019,571	0.878	9,506	5.815991	Met Standard
UNE	B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	6.566	831		0		Cannot Determine
UNE	B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.938	30	0.620	3	0.3889887	Met Standard
UNE	B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	13.004	36,891	20.106	315	-1.986519	Failed Standard
UNE	B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	1.643	22,680		0		Cannot Determine
UNE	B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	9.177	27		0		Cannot Determine
UNE	B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	12.155	8		0		Cannot Determine
UNE	B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	187.819	1,017	34.937	294	6.397422	Met Standard
UNE	B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	17.306	960		0		Cannot Determine
UNE	B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	0.351	7		0		Cannot Determine
UNE	B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	3.338	183		0		Cannot Determine
UNE		***Average Completion Notice Interval - Non-Mechanized***								
UNE	B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	Diagnostic			29.978	79		Diagnostic
UNE	B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	Diagnostic			22.816	455		Diagnostic
UNE	B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.280	2,026		Diagnostic
UNE	B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			17.415	1,281		Diagnostic
UNE	B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			17.051	745		Diagnostic
UNE	B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			17.238	8		Diagnostic
UNE	B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			25.152	5		Diagnostic
UNE	B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic			37.347	3		Diagnostic
UNE	B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			6.860	2		Diagnostic
UNE	B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	Diagnostic			47.356	307		Diagnostic
UNE	B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	Diagnostic			43.283	473		Diagnostic
UNE	B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			45.165	658		Diagnostic
UNE	B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	Diagnostic			15.396	21		Diagnostic
UNE	B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			13.236	36		Diagnostic
UNE	B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			39.135	52		Diagnostic
UNE	B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			23.383	307		Diagnostic
UNE	B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			20.725	15		Diagnostic
UNE	B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			51.113	9		Diagnostic
UNE	B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			14.000	1		Diagnostic
UNE	B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			17.100	1		Diagnostic
UNE	B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			15.985	2		Diagnostic
UNE	B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			20.680	1		Diagnostic
UNE	B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			17.820	2		Diagnostic
UNE	B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			45.931	51		Diagnostic
UNE	B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			19.380	2		Diagnostic
UNE	B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			24.499	78		Diagnostic
UNE	B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			24.061	65		Diagnostic
UNE	B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			19.315	4		Diagnostic
UNE	B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			29.660	2		Diagnostic
UNE	B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			153.741	28		Diagnostic
UNE	B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			22.321	103		Diagnostic
UNE	B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			28.852	18		Diagnostic
UNE	B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			31.280	3		Diagnostic
UNE	B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			0.030	1		Diagnostic
UNE	B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			31.778	5		Diagnostic
UNE	B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			20.488	14		Diagnostic
UNE	B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			7.052	1,134		Diagnostic
UNE	B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			1.607	15		Diagnostic
UNE	B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			44.706	1,102		Diagnostic
UNE	B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			63.233	688		Diagnostic
UNE	B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE	B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic				0		Diagnostic
UNE		***Total Service Order Cycle Time - Mechanized***								
UNE	B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.580	897		Diagnostic
UNE	B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.703	18,286		Diagnostic
UNE	B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.776	9		Diagnostic
UNE	B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			7.000	1		Diagnostic
UNE	B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.645	28		Diagnostic
UNE	B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.503	616		Diagnostic
UNE	B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.499	8		Diagnostic
UNE	B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.075	145		Diagnostic
UNE	B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.833	6		Diagnostic
UNE	B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.002	26		Diagnostic
UNE	B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.000	1		Diagnostic
UNE	B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.500	4		Diagnostic
UNE	B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.000	1		Diagnostic
UNE	B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.699	6,211		Diagnostic
UNE	B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.645	28		Diagnostic
UNE	B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.738	61		Diagnostic
UNE	B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE		***Total Service Order Cycle Time - Partially Mechanized***								
UNE	B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.571	401		Diagnostic
UNE	B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.410	10,648		Diagnostic
UNE	B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.603	10		Diagnostic
UNE	B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.000	3		Diagnostic
UNE	B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.017	100		Diagnostic
UNE	B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			4.000	2		Diagnostic
UNE	B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.889	9		Diagnostic
UNE	B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.533	212		Diagnostic
UNE	B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.000	1		Diagnostic
UNE	B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.498	1,334		Diagnostic
UNE	B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.334	24		Diagnostic
UNE	B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.802	10		Diagnostic
UNE	B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.000	1		Diagnostic
UNE	B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.179	404		Diagnostic
UNE	B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			10.670	3		Diagnostic
UNE	B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.993	1,016		Diagnostic
UNE	B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.588	1,018		Diagnostic
UNE	B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.436	55		Diagnostic
UNE	B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.457	46		Diagnostic
UNE	B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.000	1		Diagnostic
UNE	B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			2.500	2		Diagnostic
UNE	B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.937	1,477		Diagnostic
UNE	B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.000	1		Diagnostic
UNE	B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.017	100		Diagnostic
UNE	B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.890	53		Diagnostic
UNE	B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE		***Total Service Order Cycle Time - Non-Mechanized***								
UNE	B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			23.035	56		Diagnostic
UNE	B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.692	240		Diagnostic
UNE	B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.840	446		Diagnostic
UNE	B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.667	3		Diagnostic
UNE	B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.000	3		Diagnostic
UNE	B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			11.784	192		Diagnostic
UNE	B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.648	145		Diagnostic
UNE	B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.929	460		Diagnostic
UNE	B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			7.636	11		Diagnostic
UNE	B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.454	14		Diagnostic
UNE	B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.768	26		Diagnostic
UNE	B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.383	178		Diagnostic
UNE	B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.397	10		Diagnostic
UNE	B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.000	2		Diagnostic
UNE	B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.000	1		Diagnostic
UNE	B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.000	1		Diagnostic
UNE	B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.731	22		Diagnostic
UNE	B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			10.000	1		Diagnostic
UNE	B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.238	34		Diagnostic
UNE	B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.845	32		Diagnostic
UNE	B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			12.500	2		Diagnostic
UNE	B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.000	1		Diagnostic
UNE	B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.000	2		Diagnostic
UNE	B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.709	44		Diagnostic
UNE	B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			14.750	4		Diagnostic
UNE	B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.000	1		Diagnostic
UNE	B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.498	8		Diagnostic
UNE	B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.422	1,037		Diagnostic
UNE	B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.406	9		Diagnostic
UNE	B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.688	599		Diagnostic
UNE	B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.913	313		Diagnostic
UNE	B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE		***Total Service Order Cycle Time (offered) - Mechanized***								
UNE	B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.555	857		Diagnostic
UNE	B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.762	14,325		Diagnostic
UNE	B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.776	9		Diagnostic
UNE	B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			7.000	1		Diagnostic
UNE	B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.729	26		Diagnostic
UNE	B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.507	595		Diagnostic
UNE	B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.499	8		Diagnostic
UNE	B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.062	143		Diagnostic
UNE	B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.833	6		Diagnostic
UNE	B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.002	26		Diagnostic
UNE	B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.000	1		Diagnostic
UNE	B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.500	4		Diagnostic
UNE	B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.000	1		Diagnostic
UNE	B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.699	6,211		Diagnostic
UNE	B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.729	26		Diagnostic
UNE	B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.199	56		Diagnostic
UNE	B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE		***Total Service Order Cycle Time (offered) - Partially Mechanized***								
UNE	B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.482	375		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.440	8,698		Diagnostic
UNE	B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.603	10		Diagnostic
UNE	B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.000	3		Diagnostic
UNE	B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.228	84		Diagnostic
UNE	B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			4.000	2		Diagnostic
UNE	B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.889	9		Diagnostic
UNE	B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.613	203		Diagnostic
UNE	B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.000	1		Diagnostic
UNE	B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.487	1,323		Diagnostic
UNE	B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.334	24		Diagnostic
UNE	B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.000	8		Diagnostic
UNE	B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.000	1		Diagnostic
UNE	B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.145	393		Diagnostic
UNE	B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			12.500	2		Diagnostic
UNE	B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.959	988		Diagnostic
UNE	B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.589	1,016		Diagnostic
UNE	B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.211	52		Diagnostic
UNE	B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.457	46		Diagnostic
UNE	B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.000	1		Diagnostic
UNE	B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			2.500	2		Diagnostic
UNE	B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.915	1,341		Diagnostic
UNE	B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.000	1		Diagnostic
UNE	B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.228	84		Diagnostic
UNE	B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.978	44		Diagnostic
UNE	B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE		***Total Service Order Cycle Time (offered) - Non-Mechanized***								
UNE	B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			23.058	53		Diagnostic
UNE	B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.810	207		Diagnostic
UNE	B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.826	372		Diagnostic
UNE	B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.000	2		Diagnostic
UNE	B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.000	2		Diagnostic
UNE	B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			12.064	172		Diagnostic
UNE	B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.682	131		Diagnostic
UNE	B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.095	403		Diagnostic
UNE	B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			8.000	10		Diagnostic
UNE	B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.454	14		Diagnostic
UNE	B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.838	25		Diagnostic
UNE	B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.401	170		Diagnostic
UNE	B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.330	9		Diagnostic
UNE	B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.000	2		Diagnostic
UNE	B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.000	1		Diagnostic
UNE	B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.000	1		Diagnostic
UNE	B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.668	21		Diagnostic
UNE	B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			10.000	1		Diagnostic
UNE	B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.305	33		Diagnostic
UNE	B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.845	32		Diagnostic
UNE	B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			12.500	2		Diagnostic
UNE	B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.000	1		Diagnostic
UNE	B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.000	2		Diagnostic
UNE	B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.748	43		Diagnostic
UNE	B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			14.750	4		Diagnostic
UNE	B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.000	1		Diagnostic
UNE	B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			5.000	6		Diagnostic
UNE	B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.133	970		Diagnostic
UNE	B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.064	5		Diagnostic
UNE	B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.784	529		Diagnostic
UNE	B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.918	294		Diagnostic
UNE	B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE	B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic				0		Diagnostic
UNE		***Disconnect Timeliness***								
UNE	B.2.31	P-13	LNP/FL(%)	>= 95% w in 15 min			30.4%	11,559		Failed Standard
UNE		***% Completions w/o Notice or < 24 hours***								
UNE	B.2.32.1.1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/FL(%)	Diagnostic			14.9%	67		Diagnostic
UNE	B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/FL(%)	Diagnostic			6.9%	1,820		Diagnostic
UNE	B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			22.8%	32,874		Diagnostic
UNE	B.2.32.4.1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic			33.5%	230		Diagnostic
UNE	B.2.32.4.2	P-6	Combo Other/Non-Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	Diagnostic			18.1%	443		Diagnostic
UNE	B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.32.6.1	P-6	UNE ISDN/Dispatch/FL(%)	Diagnostic			19.6%	703		Diagnostic
UNE	B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.32.7.1	P-6	Line Sharing/Dispatch/FL(%)	Diagnostic			23.5%	17		Diagnostic
UNE	B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			28.9%	38		Diagnostic
UNE	B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			3.1%	636		Diagnostic
UNE	B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/FL(%)	Diagnostic			2.3%	1,395		Diagnostic
UNE	B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic			2.9%	35		Diagnostic
UNE	B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL(%)	Diagnostic			0.0%	1		Diagnostic
UNE	B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL(%)	Diagnostic			36.4%	483		Diagnostic
UNE	B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/FL(%)	Diagnostic			23.6%	1,167		Diagnostic
UNE	B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic			22.5%	1,150		Diagnostic
UNE	B.2.32.14.1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			2.7%	301		Diagnostic
UNE	B.2.32.14.2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic			0.0%	9		Diagnostic
UNE	B.2.32.15.1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			2.2%	499		Diagnostic
UNE	B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic			12.8%	47		Diagnostic
UNE	B.2.32.16.1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic			0.0%	1		Diagnostic
UNE	B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			20.0%	5		Diagnostic
UNE	B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic			15.4%	13		Diagnostic
UNE	B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			37.4%	10,819		Diagnostic
UNE	B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			19.4%	1,115		Diagnostic
UNE	B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE	B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/FL(%)	Diagnostic			13.0%	555		Diagnostic
UNE	B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/FL(%)	Diagnostic				0		Diagnostic
UNE		***% Cooperative Test Attempts for xDSL***								
UNE	B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% of requests			100.0%	644		Met Standard
UNE	B.2.33.2	P-8	xDSL Other/FL(%)	>= 95% of requests				0		Cannot Determine
UNE		***Service Order Accuracy***								
UNE	B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			99.3%	285		Met Standard
UNE	B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.0%	165		Met Standard
UNE	B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			96.9%	65		Met Standard
UNE	B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%				0		Cannot Determine
UNE	B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL(%)	>= 95%			98.3%	295		Met Standard
UNE	B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)	>= 95%			98.7%	305		Met Standard
UNE	B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)	>= 95%			97.9%	284		Met Standard
UNE	B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			98.7%	383		Met Standard
UNE										

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE		***Unbundled Network Elements - Maintenance and Repair***								
UNE		***Missed Repair Appointments***								
UNE	B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL(%)	R&B (POTS)	8.2%	272,889		0		Cannot Determine
UNE	B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.0%	164,807		0		Cannot Determine
UNE	B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.6%	2,681	16.7%	6	-5.117512	Failed Standard
UNE	B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.1%	1,951	0.0%	23	0.1525975	Met Standard
UNE	B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)	R&B	8.3%	277,328	5.9%	7,425	7.383496	Met Standard
UNE	B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.1%	167,974	1.2%	3,850	-0.5924998	Met Standard
UNE	B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	8.2%	281,544	2.3%	86	1.994233	Met Standard
UNE	B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	8.2%	281,544	0.0%	79	2.663132	Met Standard
UNE	B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	43.1%	8,952	2.9%	137	9.419294	Met Standard
UNE	B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.3%	12,118	0.0%	49	1.481025	Met Standard
UNE	B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	4.2%	620	1.8%	342	1.807512	Met Standard
UNE	B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.4%	698	3.8%	133	-5.406326	Failed Standard
UNE	B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	43.1%	8,952	30.8%	26	1.265104	Met Standard
UNE	B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.3%	12,118	15.2%	138	-6.285125	Failed Standard
UNE	B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	8.3%	277,328	2.0%	2,529	11.4158	Met Standard
UNE	B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	8.3%	277,328	0.2%	635	7.435399	Met Standard
UNE	B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	8.2%	272,042	10.0%	2,716	-3.430321	Failed Standard
UNE	B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.9%	135,218	5.4%	167	-6.352161	Failed Standard
UNE	B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)	Design	3.8%	7,779	4.7%	43	-0.2979675	Met Standard
UNE	B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	0.9%	9,849	0.0%	12	0.3288971	Met Standard
UNE	B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	8.3%	277,328	6.5%	185	0.8972842	Met Standard
UNE	B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.1%	167,974	2.1%	146	-1.116849	Met Standard
UNE	B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	8.2%	272,889		0		Cannot Determine
UNE	B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.0%	164,807		0		Cannot Determine
UNE		***Customer Trouble Report Rate***								
UNE	B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)	R&B (POTS)	1.6%	16,700,000		0		Cannot Determine
UNE	B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.0%	16,700,000		0		Cannot Determine
UNE	B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	1.7%	156,149	0.1%	4,047	7.587741	Met Standard
UNE	B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	1.2%	156,149	0.6%	4,047	3.849137	Met Standard
UNE	B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)	R&B	1.6%	17,800,000	1.0%	707,410	34.18508	Met Standard
UNE	B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	0.9%	17,800,000	0.5%	707,410	34.40255	Met Standard
UNE	B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1.4%	19,700,000	2.0%	4,295	-3.161844	Failed Standard
UNE	B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	1.4%	19,700,000	1.8%	4,295	-2.262214	Failed Standard
UNE	B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	1.2%	725,860	0.9%	15,710	4.061948	Met Standard
UNE	B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	1.7%	725,860	0.3%	15,710	13.11381	Met Standard
UNE	B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	0.8%	73,618	1.8%	19,074	-12.84697	Failed Standard
UNE	B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.9%	73,618	0.7%	19,074	3.21338	Met Standard
UNE	B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	1.2%	725,860	0.6%	4,664	4.170435	Met Standard
UNE	B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	1.7%	725,860	3.0%	4,664	-6.869256	Failed Standard
UNE	B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	1.6%	17,800,000	1.1%	230,847	17.96451	Met Standard
UNE	B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	1.6%	17,800,000	0.3%	230,847	49.64459	Met Standard
UNE	B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	1.6%	16,700,000	1.4%	189,265	6.682732	Met Standard
UNE	B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.8%	16,700,000	0.1%	189,265	35.01217	Met Standard
UNE	B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)	Design	0.3%	2,700,532	1.1%	3,814	-9.616801	Failed Standard
UNE	B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0.4%	2,700,532	0.3%	3,814	0.5327994	Met Standard
UNE	B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL(%)	R&B	1.6%	17,800,000	10.1%	1,825	-29.51999	Failed Standard
UNE	B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	0.9%	17,800,000	8.0%	1,825	-31.09538	Failed Standard
UNE	B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	1.6%	16,700,000		0		Cannot Determine
UNE	B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.0%	16,700,000		0		Cannot Determine
UNE		***Maintenance Average Duration***								
UNE	B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	17.007	272,889		0		Cannot Determine
UNE	B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL(hours)	R&B (POTS)	5.130	164,807		0		Cannot Determine
UNE	B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	3.804	2,681	8.017	6	-1.75001	Failed Standard
UNE	B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	1.655	1,951	1.827	23	-0.1712115	Met Standard
UNE	B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	16.989	277,328	13.666	7,425	12.47919	Met Standard
UNE	B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	5.109	167,974	4.044	3,850	4.988488	Met Standard
UNE	B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	16.895	281,544	5.002	86	4.362342	Met Standard
UNE	B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	16.895	281,544	2.689	79	9.163787	Met Standard
UNE	B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	49.141	8,952	5.690	137	3.672495	Met Standard
UNE	B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	4.536	12,118	1.990	49	0.4465022	Met Standard
UNE	B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	6.867	620	5.445	342	1.836422	Met Standard
UNE	B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	2.551	698	5.553	133	-8.551514	Failed Standard
UNE	B.3.3.7.1	M&R-3	Line Sharing/Dispatch/FL(hours)	ADSL to Retail	49.141	8,952	28.212	26	0.7753521	Met Standard
UNE	B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	4.536	12,118	11.917	138	-2.164905	Failed Standard

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	16.989	277,328	4.833	2,529	26.87203	Met Standard
UNE	B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	16.989	277,328	2.430	635	27.92311	Met Standard
UNE	B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	16.990	272,042	13.401	2,716	8.842683	Met Standard
UNE	B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (POTS) excl SB FT	5.287	135,218	5.597	167	-0.3382905	Met Standard
UNE	B.3.3.10.1	M&R-3	Other Design/Dispatch/FL(hours)	Design	9.678	7,779	4.484	43	0.5043888	Met Standard
UNE	B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/FL(hours)	Design	2.860	9,849	3.268	12	-0.0642318	Met Standard
UNE	B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/FL(hours)	R&B	16.989	277,328	14.266	185	1.754135	Met Standard
UNE	B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/FL(hours)	R&B	5.109	167,974	3.495	146	1.646672	Met Standard
UNE	B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	17.007	272,889		0		Cannot Determine
UNE	B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/FL(hours)	R&B (POTS)	5.130	164,807		0		Cannot Determine
UNE		***% Repeat Troubles within 30 Days***								
UNE	B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL(%)	R&B (POTS)	15.7%	272,889		0		Cannot Determine
UNE	B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	14.2%	164,807		0		Cannot Determine
UNE	B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	19.8%	2,681	0.0%	6	1.217349	Met Standard
UNE	B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	15.7%	1,951	13.0%	23	0.3463339	Met Standard
UNE	B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/FL(%)	R&B	15.7%	277,328	12.2%	7,425	8.085072	Met Standard
UNE	B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	14.2%	167,974	13.5%	3,850	1.181415	Met Standard
UNE	B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL(%)	R&B&D - Disp	15.7%	281,544	17.4%	86	-0.4402995	Met Standard
UNE	B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	15.7%	281,544	17.7%	79	-0.4901433	Met Standard
UNE	B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	17.9%	8,952	9.5%	137	2.552993	Met Standard
UNE	B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	18.2%	12,118	10.2%	49	1.450929	Met Standard
UNE	B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	16.8%	620	10.5%	342	2.483443	Met Standard
UNE	B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	12.6%	698	15.8%	133	-1.013247	Met Standard
UNE	B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL(%)	ADSL to Retail	17.9%	8,952	26.9%	26	-1.195342	Met Standard
UNE	B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	18.2%	12,118	30.4%	138	-3.696418	Failed Standard
UNE	B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	15.7%	277,328	10.1%	2,529	7.620848	Met Standard
UNE	B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	15.7%	277,328	9.4%	635	4.300078	Met Standard
UNE	B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	15.7%	272,042	10.2%	2,716	7.760755	Met Standard
UNE	B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	13.8%	135,218	12.0%	167	0.6745719	Met Standard
UNE	B.3.4.10.1	M&R-4	Other Design/Dispatch/FL(%)	Design	21.5%	7,779	9.3%	43	1.936164	Met Standard
UNE	B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL(%)	Design	18.0%	9,849	25.0%	12	-0.6327384	Met Standard
UNE	B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL(%)	R&B	15.7%	277,328	11.9%	185	1.408318	Met Standard
UNE	B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL(%)	R&B	14.2%	167,974	13.7%	146	0.1751543	Met Standard
UNE	B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	15.7%	272,889		0		Cannot Determine
UNE	B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	14.2%	164,807		0		Cannot Determine
UNE		***Out of Service > 24 hours***								
UNE	B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL(%)	R&B (POTS)	14.0%	174,734		0		Cannot Determine
UNE	B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	3.9%	44,561		0		Cannot Determine
UNE	B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.6%	2,681	16.7%	6	-5.117512	Failed Standard
UNE	B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.1%	1,951	0.0%	23	0.1525975	Met Standard
UNE	B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL(%)	R&B	14.0%	177,828	9.2%	5,200	9.804998	Met Standard
UNE	B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	3.9%	45,997	2.0%	1,557	3.818711	Met Standard
UNE	B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL(%)	R&B&D - Disp	13.8%	182,818	2.3%	86	3.080598	Met Standard
UNE	B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	13.8%	182,818	0.0%	79	3.552316	Met Standard
UNE	B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	43.1%	8,952	2.9%	137	9.419294	Met Standard
UNE	B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.3%	12,118	0.0%	49	1.481025	Met Standard
UNE	B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	4.2%	620	1.8%	342	1.807512	Met Standard
UNE	B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.4%	698	3.8%	133	-5.406326	Failed Standard
UNE	B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL(%)	ADSL to Retail	43.1%	8,952	0.0%	1	0.8697816	Met Standard
UNE	B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.3%	12,118	0.0%	1	0.2119936	Met Standard
UNE	B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	14.0%	177,828	2.0%	2,529	17.26657	Met Standard
UNE	B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	14.0%	177,828	0.2%	635	10.04505	Met Standard
UNE	B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	14.0%	174,661	21.5%	135	-2.517812	Failed Standard
UNE	B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	3.9%	44,371	22.2%	9	-2.836975	Failed Standard
UNE	B.3.5.10.1	M&R-5	Other Design/Dispatch/FL(%)	Design	3.8%	7,779	4.7%	43	-0.2979675	Met Standard
UNE	B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL(%)	Design	0.9%	9,849	0.0%	12	0.3288971	Met Standard
UNE	B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL(%)	R&B	14.0%	177,828	13.9%	122	0.0269901	Met Standard
UNE	B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL(%)	R&B	3.9%	45,997	2.8%	71	0.4697035	Met Standard
UNE	B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	14.0%	174,734		0		Cannot Determine
UNE	B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	3.9%	44,561		0		Cannot Determine
UNE										
UNE		***Unbundled Network Elements - Billing***								
UNE		***Invoice Accuracy***								
UNE	B.4.1	B-1	FL(%)	BST - State	97.5%	1,540,000,000	99.0%	32,000,000	-517.7671	Met Standard
UNE		***Mean Time to Deliver Invoices - CRIS***								
UNE	B.4.2	B-2	Region(business days)	BST - Region	4.063	3	5.981	4,724		Failed Standard

BellSouth versus ALEC Aggregate, January through March, 2002				discrepancy between MSS and PMAP value						
					January through March (2002) Results					
Category	**SQM ID**	**SQM number**	**Product**	**Standard/Analog**	**BellSouth Measure**	**BellSouth Volume**	**ALEC Measure**	**ALEC Volume**	**Z-Score**	**Final Result**
			Local Interconnection Trunks - Ordering							
			% Rejected Service Requests							
LIT	C.1.1	O-7	Local Interconnection Trunks/FL(%)	Diagnostic			47.2%	432		Diagnostic
LIT		***Reject Interval***								
LIT	C.1.2	O-8	Local Interconnection Trunks/FL(%)	>= 85% w in 4 days			97.5%	203		Met Standard
LIT		***FOC Timeliness***								
LIT	C.1.3	O-9	Local Interconnection Trunks/FL(%)	>= 95% w in 10 days			96.1%	381		Met Standard
LIT		***FOC & Reject Response Completeness***								
LIT	C.1.4	O-11	Local Interconnection Trunks/FL(%)	>= 95%			99.5%	364		Met Standard
LIT		***FOC & Reject Response Completeness (Multiple Responses)***								
LIT	C.1.5	O-11	Local Interconnection Trunks/FL(%)	>= 95%				0		Cannot Determine
LIT										
LIT		***Local Interconnection Trunks - Provisioning***								
LIT		***Order Completion Interval***								
LIT	C.2.1	P-4	Local Interconnection Trunks/FL(days)	Parity w Retail	19.262	141	23.073	84	-2.473551	Failed Standard
LIT		***Held Orders***								
LIT	C.2.2	P-1	Local Interconnection Trunks/FL(days)	Parity w Retail		0		0		Cannot Determine
LIT		***% Jeopardies***								
LIT	C.2.3	P-2	Local Interconnection Trunks/FL(%)	Parity w Retail	0.0%	156	0.0%	88		Cannot Determine
LIT		***Average Jeopardy Notice Interval***								
LIT	C.2.4	P-2	Local Interconnection Trunks/FL(hours)	95% >= 48 hrs				0		Cannot Determine
LIT		***% Missed Installation Appointments***								
LIT	C.2.5	P-3	Local Interconnection Trunks/FL(%)	Parity w Retail	0.7%	143	0.0%	85	0.6130338	Met Standard
LIT		***% Provisioning Troubles within 30 Days***								
LIT	C.2.6	P-9	Local Interconnection Trunks/FL(%)	Parity w Retail	0.0%	5,905	0.0%	4,371		Cannot Determine
LIT		***Average Completion Notice Interval***								
LIT	C.2.7	P-5	Local Interconnection Trunks/FL(hours)	Parity w Retail	56.514	130	16.759	82	1.80485	Met Standard
LIT		***Total Service Order Cycle Time***								
LIT	C.2.8	P-10	Local Interconnection Trunks/FL(days)	Diagnostic			25.204	79		Diagnostic
LIT		***Total Service Order Cycle Time (offered)***								
LIT	C.2.9	P-10	Local Interconnection Trunks/FL(days)	Diagnostic						Diagnostic
LIT		***% Completions w/o Notice or < 24 hours***								
LIT	C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/FL(%)	Diagnostic			42.9%	84		Diagnostic
LIT	C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/FL(%)	Diagnostic				0		Diagnostic
LIT		***Service Order Accuracy***								
LIT	C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL(%)	>= 95%			100.0%	128		Met Standard
LIT	C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.0%	102		Met Standard
LIT	C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL(%)	>= 95%			100.0%	7		Met Standard
LIT	C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100.0%	27		Met Standard
LIT										
LIT		***Local Interconnection Trunks - Maintenance and Repair***								
LIT		***Missed Repair Appointments***								
LIT	C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.0%	4	0.0%	3		Cannot Determine
LIT	C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.0%	252	0.0%	57		Cannot Determine
LIT		***Customer Trouble Report Rate***								
LIT	C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.0%	1,282,325	0.0%	433,875		Cannot Determine
LIT	C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.0%	1,282,325	0.0%	433,875	2.719676	Met Standard
LIT		***Maintenance Average Duration***								
LIT	C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/FL(hours)	Parity w Retail	7.230	4	1.890	3	1.846459	Met Standard
LIT	C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL(hours)	Parity w Retail	0.593	252	1.243	57	-2.956083	Failed Standard
LIT		***% Repeat Troubles within 30 Days***								
LIT	C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.0%	4	0.0%	3		Cannot Determine
LIT	C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	5.2%	252	10.5%	57	-1.656263	Failed Standard
LIT		***Out of Service > 24 hours***								
LIT	C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.0%	4	0.0%	3		Cannot Determine
LIT	C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.0%	252	0.0%	57		Cannot Determine
LIT										
LIT		***Local Interconnection Trunks - Billing***								
LIT		***Invoice Accuracy***								
LIT	C.4.1	B-1	FL(%)	BST - State	97.5%	1,540,000,000	98.9%	22,500,000	-403.7879	Met Standard
LIT		***Mean Time to Deliver Invoices - CABS***								
LIT	C.4.2	B-2	Region(calendar days)	BST - Region	4.970	3	4.506	15,820		Met Standard
LIT										
LIT		***LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING***								
LIT		***Trunk Group Performance - Aggregate***								

BellSouth versus ALEC Aggregate, January through March, 2002				discrepancy between MSS and PMAP value						
					January through March (2002) Results					
Category	**SQM ID**	**SQM number**	**Product**	**Standard/Analog**	**BellSouth Measure**	**BellSouth Volume**	**ALEC Measure**	**ALEC Volume**	**Z-Score**	**Final Result**
LIT	C.5.1	TGP-1	FL	>0.5% dif 2 consec. Hrs				0		Cannot Determine
		Operations Support Systems - Pre-Ordering								
		% Interface Availability - CLEC								
OSS	D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%				0		Cannot Determine
OSS		***% Interface Availability - BST & CLEC***								
OSS	D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%				0		Cannot Determine
OSS		***Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)***								
OSS	D.1.3.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	264.526	7,066,554	1.484	1,423,123		Met Standard
OSS	D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.090	25,952	1.484	1,423,123		Met Standard
OSS	D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	322.410	21,100,000	1.504	1,033,893		Met Standard
OSS	D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.031	2,329,759	1.504	1,033,893		Met Standard
OSS	D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	442.828	2,555,730	1.052	265,725		Met Standard
OSS	D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.681	852,189	1.052	265,725		Met Standard
OSS	D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.727	4,788,339	2.232	276,319		Met Standard
OSS	D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.642	931,528	2.232	276,319		Met Standard
OSS	D.1.3.5.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	68.314	16,100,000	2.357	4,095,211		Met Standard
OSS	D.1.3.5.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.153	1,681,137	2.357	4,095,211		Met Standard
OSS	D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	36.207	32,000,000	1.650	174,803		Met Standard
OSS	D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	4.745	1,371,851	1.650	174,803		Met Standard
OSS	D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	36.207	32,000,000	0.766	359,739		Met Standard
OSS	D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	4.745	1,371,851	0.766	359,739		Met Standard
OSS		***Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)***								
OSS	D.1.4.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	264.526	7,066,554	1.169	837,732		Met Standard
OSS	D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.090	25,952	1.169	837,732		Met Standard
OSS	D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	322.410	21,100,000	1.682	259,569		Met Standard
OSS	D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.031	2,329,759	1.682	259,569		Met Standard
OSS	D.1.4.3.1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic		0		0		Diagnostic
OSS	D.1.4.3.2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic		0		0		Diagnostic
OSS	D.1.4.4.1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic		0	1.083	5,448		Diagnostic
OSS	D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic		0	1.083	5,448		Diagnostic
OSS	D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	442.828	2,555,730	1.304	82,953		Met Standard
OSS	D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.681	852,189	1.304	82,953		Met Standard
OSS	D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.727	4,788,339	1.783	933,825		Met Standard
OSS	D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.642	931,528	1.783	933,825		Met Standard
OSS	D.1.4.7.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	68.314	16,100,000	2.050	730,104		Met Standard
OSS	D.1.4.7.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.153	1,681,137	2.050	730,104		Met Standard
OSS	D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec		0		0		Cannot Determine
OSS	D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec		0		0		Cannot Determine
OSS	D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec		0		0		Cannot Determine
OSS	D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec		0		0		Cannot Determine
OSS										
OSS		***Operations Support Systems - Maintenance and Repair***								
OSS		***% Interface Availability - BST***								
OSS	D.2.1	OSS-3	TAFI/Region(%)	>= 99.5%				0		Cannot Determine
OSS		***% Interface Availability - CLEC***								
OSS	D.2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%				0		Cannot Determine
OSS		***% Interface Availability - BST & CLEC***								
OSS	D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%				0		Cannot Determine

BellSouth versus ALEC Aggregate, January through March, 2002				discrepancy between MSS and PMAP value						
					January through March (2002) Results					
Category	**SQM ID**	**SQM number**	**Product**	**Standard/Analog**	**BellSouth Measure**	**BellSouth Volume**	**ALEC Measure**	**ALEC Volume**	**Z-Score**	**Final Result**
OSS	D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.2.3.3	OSS-3	LNP/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%				0		Cannot Determine
OSS	D.2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%				0		Cannot Determine
OSS		***Average Response Interval <= 4 Seconds***								
OSS	D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	94.4%	4,330,042	93.5%	312,046	20.26825	Failed Standard
OSS	D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.2%	121,503	4.2%	2,838	-2.975636	Met Standard
OSS	D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	4.5%	93,658	2.6%	137,183	21.5808	Failed Standard
OSS	D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.6%	4,329,936	99.6%	317,833	-1.732096	Met Standard
OSS	D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	89.7%	3,150,522	84.4%	183,308	72.0312	Failed Standard
OSS	D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.7%	307,613	99.4%	16,465	6.80995	Failed Standard
OSS	D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	29.4%	20,273	32.4%	1,641	-2.573803	Met Standard
OSS	D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	25.1%	13,913	17.2%	279	2.99695	Failed Standard
OSS	D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	16.2%	219,176	22.2%	19,902	-21.96455	Met Standard
OSS	D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.8%	644,299	99.8%	52,400	-1.682262	Met Standard
OSS	D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	84.8%	178,373	83.8%	11,308	2.934287	Failed Standard
OSS		***Average Response Interval <= 10 Seconds***								
OSS	D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.9%	4,330,042	99.3%	312,046	-20.27461	Met Standard
OSS	D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	78.2%	121,503	86.2%	2,838	-10.17099	Met Standard
OSS	D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	79.3%	93,658	91.5%	137,183	-71.39416	Met Standard
OSS	D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.8%	4,329,936	99.8%	317,833	-4.427481	Met Standard
OSS	D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	95.7%	3,150,522	91.1%	183,308	95.8669	Failed Standard
OSS	D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.9%	307,613	99.9%	16,465	1.166178	Met Standard
OSS	D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	29.4%	20,273	32.4%	1,641	-2.573803	Met Standard
OSS	D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	96.6%	13,913	96.1%	279	0.4793146	Met Standard
OSS	D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	16.2%	219,176	22.2%	19,902	-21.96455	Met Standard
OSS	D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	100.0%	644,299	100.0%	52,400	-0.0203011	Met Standard
OSS	D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.3%	178,373	99.2%	11,308	1.234124	Met Standard
OSS		***Average Response Interval > 10 Seconds***								
OSS	D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.1%	4,330,042	0.7%	312,046	20.27467	Met Standard
OSS	D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	21.8%	121,503	13.8%	2,838	10.17099	Met Standard
OSS	D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	20.7%	93,658	8.5%	137,183	71.39415	Met Standard
OSS	D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.2%	4,329,936	0.2%	317,833	4.427369	Met Standard
OSS	D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	4.3%	3,150,522	8.9%	183,308	-95.86697	Failed Standard
OSS	D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.1%	307,613	0.1%	16,465	-1.166471	Met Standard
OSS	D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	70.6%	20,273	67.6%	1,641	2.573803	Met Standard
OSS	D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.4%	13,913	3.9%	279	-0.4793156	Met Standard
OSS	D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	83.8%	219,176	77.8%	19,902	21.96453	Met Standard
OSS	D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.0%	644,299	0.0%	52,400	0.0200302	Met Standard
OSS	D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.7%	178,373	0.8%	11,308	-1.234113	Met Standard
		Collocation - Collocation								
		Average Response Time								
Colo	E.1.1.1	C-1	Virtual/FL(calendar days)	<= 15 days			7.833	12		Met Standard
Colo	E.1.1.2	C-1	Physical Caged/FL(calendar days)	<= 15 days			5.792	48		Met Standard
Colo	E.1.1.3	C-1	Physical Cageless/FL(calendar days)	<= 15 days			6.267	86		Met Standard
Colo		***Average Arrangement Time***								
Colo	E.1.2.1	C-2	Virtual/FL(calendar days)	<= 60 days				0		Cannot Determine
Colo	E.1.2.2	C-2	Virtual-Augments/FL(calendar days)	<= 45 days			22.273	11		Met Standard
Colo	E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL(calendar days)	<= 60 days			43.000	1		Met Standard
Colo	E.1.2.4	C-2	Physical Caged-Ordinary/FL(calendar days)	<= 90 days			72.333	3		Met Standard
Colo	E.1.2.5	C-2	Physical Caged-Augments/FL(calendar days)	<= 45 days			27.848	46		Met Standard
Colo	E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL(calendar days)	<= 90 days			90.000	1		Met Standard
Colo	E.1.2.7	C-2	Physical Cageless-Ordinary/FL(calendar days)	<= 90 days			70.000	1		Met Standard
Colo	E.1.2.8	C-2	Physical Cageless-Augments/FL(calendar days)	<= 45 days			3.529	87		Met Standard
Colo	E.1.2.9	C-2	Physical Cageless-Augments Additional Space Required/FL(calendar days)	<= 90 days			1.000	1		Met Standard
Colo		***% Due Dates Missed***								
Colo	E.1.3.1	C-3	Virtual/FL(%)	< 10% missed			0.0%	12		Met Standard
Colo	E.1.3.2	C-3	Physical/FL(%)	< 10% missed			0.0%	139		Met Standard
		General - Flow Through								
		% Flow Through Service Requests								
General	F.1.1.1	O-3	Summary/Region(%)	Diagnostic			86.3%	906,473		Diagnostic
General	F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			86.3%	906,473		Diagnostic

BellSouth versus ALEC Aggregate, January through March, 2002

discrepancy between MSS and PMAP value

					January through March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
General	F.1.1.3	O-3	Residence/Region(%)	>= 95%			87.5%	582,090		Failed Standard
General	F.1.1.4	O-3	Business/Region(%)	>= 90%			74.4%	18,666		Failed Standard
General	F.1.1.5	O-3	UNE/Region(%)	>= 85%			84.7%	305,717		Failed Standard
General		***% Flow Through Service Requests - Achieved***								
General	F.1.2.1	O-3	Summary/Region(%)	Diagnostic			76.9%	1,016,687		Diagnostic
General	F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			76.9%	1,016,687		Diagnostic
General	F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.9%	636,887		Diagnostic
General	F.1.2.4	O-3	Business/Region(%)	Diagnostic			53.4%	26,038		Diagnostic
General	F.1.2.5	O-3	UNE/Region(%)	Diagnostic			73.2%	353,762		Diagnostic
General		***% Flow Through Service Requests - LNP***								
General	F.1.3.1	O-3	Summary/Region(%)	>= 85%			93.0%	28,331		Met Standard
General	F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			93.0%	28,331		Met Standard
General	F.1.3.3	O-3	Residence/Region(%)	Diagnostic				0		Diagnostic
General	F.1.3.4	O-3	Business/Region(%)	Diagnostic				0		Diagnostic
General										
General		***General - Pre-Ordering***								
General		***Loop Makeup Inquiry (Manual)***								
General	F.2.1	PO-1	Loops/FL(%)	>= 95% w in 3 bus days			100.0%	13		Met Standard
General		***Loop Makeup Inquiry (Electronic)***								
General	F.2.2	PO-2	Loops/FL(%)	>= 95% w in 1 min			95.8%	7,719		Met Standard
General										
General		***General - Ordering***								
General		***Service Inquiry with Firm Order***								
General	F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 5 bus days			100.0%	171		Met Standard
General	F.3.1.2	O-10	Local Interoffice Transport/FL(%)	>= 95% w in 5 bus days			100.0%	15		Met Standard
General										
General		***General - Ordering***								
General		***Average Speed of Answer***								
General	F.4.1	O-12	Region(seconds)	Parity w Retail	187.839	19,500,000	28.446	102,993		Cannot Determine
General										
General		***General - Maintenance Center***								
General		***Average Answer Time***								
General	F.5.1	M&R-6	Region(seconds)	Parity w Retail	31.085	5,381,450	27.281	264,000		Cannot Determine
General										
General		***General - Operator Services (Toll)***								
General		***Average Speed to Answer***								
General	F.6.1	OS-1	FL(seconds)	PBD				0		Cannot Determine
General		***% Answered in 30 seconds***								
General	F.6.2	OS-2	FL(%)	PBD				0		Cannot Determine
General										
General		***General - Directory Assistance***								
General		***Average Speed to Answer***								
General	F.7.1	DA-1	FL(seconds)	PBD				0		Cannot Determine
General		***% Answered in 20 seconds***								
General	F.7.2	DA-2	FL(%)	PBD				0		Cannot Determine
General										
General		***General - E911***								
General		***Mean Interval***								
General	F.8.1	E-3	FL(hours)	PBD			1.564	3,468		Cannot Determine
General		***% Accuracy***								
General	F.8.2	E-2	FL(%)	PBD			96.2%	2,158,795		Cannot Determine
General		***% Timeliness***								
General	F.8.3	E-1	FL(%)	PBD			100.0%	3,468		Cannot Determine
General										
General		***General - Billing***								
General		***Usage Data Delivery Accuracy***								
General	F.9.1	B-3	Region(%)	Parity w Retail	99.9%	14,602	99.9%	60,795	2.60405	Failed Standard
General		***Usage Data Delivery Timeliness***								
General	F.9.2	B-5	Region(%)	Parity w Retail	97.5%	81,628	96.1%	1,040,000,000	26.74319	Failed Standard
General		***Usage Data Delivery Completeness***								
General	F.9.3	B-4	Region(%)	Parity w Retail	99.1%	81,628	99.8%	1,040,000,000	-21.34711	Met Standard
General		***Mean Time to Deliver Usage***								
General	F.9.4	B-6	Region(days)	Parity w Retail	3.640	81,628	2.823	1,040,000,000		Cannot Determine
General		***Recurring Charge Completeness***								
General	F.9.5.1	B-7	Resale/FL(%)	Parity w Retail	83.1%	58,600,000	98.3%	6,183,622	-960.9158	Met Standard
General	F.9.5.2	B-7	UNE/FL(%)	>= 90%		0	98.0%	3,020,520		Met Standard

BellSouth versus ALEC Aggregate, January through March, 2002				discrepancy between MSS and PMAP value							
					January through March (2002) Results						
Category	**SQM ID**	**SQM number**	**Product**	**Standard/Analog**	**BellSouth Measure**	**BellSouth Volume**	**ALEC Measure**	**ALEC Volume**	**Z-Score**	**Final Result**
General	F.9.5.3	B-7	Interconnection/FL(%)	>= 90%			97.2%	21,537		Met Standard
General		***Non-Recurring Charge Completeness***								
General	F.9.6.1	B-8	Resale/FL(%)	Parity w Retail	89.7%	78,100,000	95.8%	3,179,346	-347.2827	Met Standard
General	F.9.6.2	B-8	UNE/FL(%)	>= 90%			94.5%	4,813,471		Met Standard
General	F.9.6.3	B-8	Interconnection/FL(%)	>= 90%			85.1%	2,298,303		Failed Standard
General										
General		***General - Change Management***								
General		***% Software Release Notices Sent On Time***								
General	F.10.1	CM-1	FL(%)	>= 98% w in 30 days			66.7%	3		Failed Standard
General		***Average Software Release Notice Delay Days***								
General	F.10.2	CM-2	FL(average)	>= 25 days prior to release			26.000	1		Met Standard
General		***% Change Management Documentation Sent On Time***								
General	F.10.3	CM-3	FL(%)	>= 98% w in 30 days			66.7%	6		Failed Standard
General		***Average Documentation Release Delay Days***								
General	F.10.5	CM-4	FL(average)	>= 25 days prior to release			24.000	2		Failed Standard
General		***% CLEC Interface Outages Sent within 15 Minutes***								
General	F.10.6	CM-5	FL(%)	>= 97% w in 15 min			100.0%	55		Met Standard
General										
General		***General - New Business Requests***								
General		***% New Business Requests Processed within 30 Business Days***								
General	F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days			100.0%	1		Met Standard
General		***% Quotes Provided within X Business Days***								
General	F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days			100.0%	1		Met Standard
General	F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days				0		Cannot Determine
General	F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days				0		Cannot Determine
General										
General		***General - Ordering***								
General		***Acknowledgement Message Timeliness***								
General	F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			100.0%	267,676		Met Standard
General	F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.0%	1,055,362		Met Standard
General		***Acknowledgement Message Completeness***								
General	F.12.2.1	O-2	EDI/Region(%)	100%			100.0%	267,676		Met Standard
General	F.12.2.2	O-2	TAG/Region(%)	100%			100.0%	1,055,362		Met Standard
General										
General		***General - Database Updates***								
General		***Average Database Update Interval***								
General	F.13.1.1	D-1	LIDB/FL(hours)	PBD	3.672	65	3.669	65		Cannot Determine
General	F.13.1.2	D-1	Directory Listings/FL(hours)	PBD	0.090	77	0.090	77		Cannot Determine
General	F.13.1.3	D-1	Directory Assistance/FL(hours)	PBD	4.053	74	3.878	74		Cannot Determine
General		***% Update Accuracy***								
General	F.13.2.1	D-2	LIDB/FL(%)	>= 95%			100.0%	1,129		Met Standard
General	F.13.2.2	D-2	Directory Listings/FL(%)	>= 95%			99.3%	803		Met Standard
General	F.13.2.3	D-2	Directory Assistance/FL(%)	>= 95%			100.0%	388		Met Standard
General		***% NXXs / LRNs Loaded by LERG Effective Date***								
General	F.13.3	D-3	Region(%)	100%			98.9%	89		Failed Standard
General										
General		***General - Network Outage Notification***								
General		***Mean Time to Notify CLEC of Major Network Outages***								
General	F.14.1	M&R-7	Region(minutes)	Parity w Retail	376.333	6	192.667	6		Cannot Determine

BellSouth Monthly State Summary, January 2002

					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
			Resale - Ordering							
			% Rejected Service Requests - Mechanized							
Resale	A.1.1.1	O-7	Residence/FL(%)	Diagnostic			18.79%	75,140		Diagnostic
Resale	A.1.1.2	O-7	Business/FL(%)	Diagnostic			26.80%	3,795		Diagnostic
Resale	A.1.1.3	O-7	Design (Specials)/FL(%)	Diagnostic			100.00%	1		Diagnostic
Resale	A.1.1.4	O-7	PBX/FL(%)	Diagnostic						Diagnostic
Resale	A.1.1.5	O-7	Centrex/FL(%)	Diagnostic						Diagnostic
Resale	A.1.1.6	O-7	ISDN/FL(%)	Diagnostic						Diagnostic
Resale			***% Rejected Service Requests - Partially Mechanized***							
Resale	A.1.2.1	O-7	Residence/FL(%)	Diagnostic			29.45%	20,292		Diagnostic
Resale	A.1.2.2	O-7	Business/FL(%)	Diagnostic			42.05%	2,138		Diagnostic
Resale	A.1.2.3	O-7	Design (Specials)/FL(%)	Diagnostic			66.67%	3		Diagnostic
Resale	A.1.2.4	O-7	PBX/FL(%)	Diagnostic						Diagnostic
Resale	A.1.2.5	O-7	Centrex/FL(%)	Diagnostic						Diagnostic
Resale	A.1.2.6	O-7	ISDN/FL(%)	Diagnostic			40.00%	5		Diagnostic
Resale			***% Rejected Service Requests - Non-Mechanized***							
Resale	A.1.3.1	O-7	Residence/FL(%)	Diagnostic			43.16%	1,432		Diagnostic
Resale	A.1.3.2	O-7	Business/FL(%)	Diagnostic			46.40%	1,194		Diagnostic
Resale	A.1.3.3	O-7	Design (Specials)/FL(%)	Diagnostic			36.16%	177		Diagnostic
Resale	A.1.3.4	O-7	PBX/FL(%)	Diagnostic			42.86%	56		Diagnostic
Resale	A.1.3.5	O-7	Centrex/FL(%)	Diagnostic			30.00%	10		Diagnostic
Resale	A.1.3.6	O-7	ISDN/FL(%)	Diagnostic			39.47%	38		Diagnostic
Resale			***Reject Interval - Mechanized***							
Resale	A.1.4.1	O-8	Residence/FL(%)	>= 97% w in 1 hr			95.33%	14,136		Failed Standard
Resale	A.1.4.2	O-8	Business/FL(%)	>= 97% w in 1 hr			95.58%	1,019		Failed Standard
Resale	A.1.4.3	O-8	Design (Specials)/FL(%)	>= 97% w in 1 hr			0.00%	1		Failed Standard
Resale	A.1.4.4	O-8	PBX/FL(%)	>= 97% w in 1 hr						Cannot Determine
Resale	A.1.4.5	O-8	Centrex/FL(%)	>= 97% w in 1 hr						Cannot Determine
Resale	A.1.4.6	O-8	ISDN/FL(%)	>= 97% w in 1 hr						Cannot Determine
Resale			***Reject Interval - Partially Mechanized - 10 hours***							
Resale	A.1.7.1	O-8	Residence/FL(%)	>= 85% w in 10 hrs			87.75%	6,024		Met Standard
Resale	A.1.7.2	O-8	Business/FL(%)	>= 85% w in 10 hrs			94.25%	905		Met Standard
Resale	A.1.7.3	O-8	Design (Specials)/FL(%)	>= 85% w in 10 hrs			0.00%	2		Failed Standard
Resale	A.1.7.4	O-8	PBX/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.7.5	O-8	Centrex/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.7.6	O-8	ISDN/FL(%)	>= 85% w in 10 hrs			0.00%	2		Failed Standard
Resale			***Reject Interval - Non-Mechanized***							
Resale	A.1.8.1	O-8	Residence/FL(%)	>= 85% w in 24 hrs			98.73%	630		Met Standard
Resale	A.1.8.2	O-8	Business/FL(%)	>= 85% w in 24 hrs			99.47%	565		Met Standard
Resale	A.1.8.3	O-8	Design (Specials)/FL(%)	>= 85% w in 24 hrs			96.88%	64		Met Standard
Resale	A.1.8.4	O-8	PBX/FL(%)	>= 85% w in 24 hrs			100.00%	24		Met Standard
Resale	A.1.8.5	O-8	Centrex/FL(%)	>= 85% w in 24 hrs			100.00%	3		Met Standard
Resale	A.1.8.6	O-8	ISDN/FL(%)	>= 85% w in 24 hrs			100.00%	15		Met Standard
Resale			***FOC Timeliness - Mechanized***							
Resale	A.1.9.1	O-9	Residence/FL(%)	>= 95% w in 3 hrs			99.95%	61,205		Met Standard
Resale	A.1.9.2	O-9	Business/FL(%)	>= 95% w in 3 hrs			99.68%	2,806		Met Standard
Resale	A.1.9.3	O-9	Design (Specials)/FL(%)	>= 95% w in 3 hrs						Cannot Determine
Resale	A.1.9.4	O-9	PBX/FL(%)	>= 95% w in 3 hrs						Cannot Determine
Resale	A.1.9.5	O-9	Centrex/FL(%)	>= 95% w in 3 hrs						Cannot Determine
Resale	A.1.9.6	O-9	ISDN/FL(%)	>= 95% w in 3 hrs						Cannot Determine
Resale			***FOC Timeliness - Partially Mechanized - 10 hours***							
Resale	A.1.12.1	O-9	Residence/FL(%)	>= 85% w in 10 hrs			88.15%	15,017		Met Standard
Resale	A.1.12.2	O-9	Business/FL(%)	>= 85% w in 10 hrs			92.42%	1,399		Met Standard

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.1.12.3	O-9	Design (Specials)/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.12.4	O-9	PBX/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.12.5	O-9	Centrex/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.12.6	O-9	ISDN/FL(%)	>= 85% w in 10 hrs			50.00%	2		Failed Standard
Resale		***FOC Timeliness - Non-Mechanized***								
Resale	A.1.13.1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			98.53%	749		Met Standard
Resale	A.1.13.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			99.64%	559		Met Standard
Resale	A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			96.94%	98		Met Standard
Resale	A.1.13.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			100.00%	27		Met Standard
Resale	A.1.13.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			100.00%	6		Met Standard
Resale	A.1.13.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			100.00%	23		Met Standard
Resale		***FOC & Reject Response Completeness - Mechanized***								
Resale	A.1.14.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	546		Met Standard
Resale	A.1.14.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.99%	74,594		Met Standard
Resale	A.1.14.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	56		Met Standard
Resale	A.1.14.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.97%	3,739		Met Standard
Resale	A.1.14.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			100.00%	1		Met Standard
Resale	A.1.14.4.1	O-11	PBX/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.4.2	O-11	PBX/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.5.1	O-11	Centrex/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.5.2	O-11	Centrex/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.6.1	O-11	ISDN/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.6.2	O-11	ISDN/TAG/FL(%)	>= 95%						Cannot Determine
Resale		***FOC & Reject Response Completeness - Partially Mechanized***								
Resale	A.1.15.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	318		Met Standard
Resale	A.1.15.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.99%	19,974		Met Standard
Resale	A.1.15.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	22		Met Standard
Resale	A.1.15.2.2	O-11	Business/TAG/FL(%)	>= 95%			100.00%	2,116		Met Standard
Resale	A.1.15.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%			100.00%	1		Met Standard
Resale	A.1.15.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			100.00%	2		Met Standard
Resale	A.1.15.4.1	O-11	PBX/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.4.2	O-11	PBX/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.5.1	O-11	Centrex/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.5.2	O-11	Centrex/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.6.1	O-11	ISDN/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			100.00%	5		Met Standard
Resale		***FOC & Reject Response Completeness - Non-Mechanized***								
Resale	A.1.16.1	O-11	Residence/FL(%)	>= 95%			92.60%	1,432		Failed Standard
Resale	A.1.16.2	O-11	Business/FL(%)	>= 95%			92.63%	1,194		Failed Standard
Resale	A.1.16.3	O-11	Design (Specials)/FL(%)	>= 95%			96.61%	177		Met Standard
Resale	A.1.16.4	O-11	PBX/FL(%)	>= 95%			92.86%	56		Failed Standard
Resale	A.1.16.5	O-11	Centrex/FL(%)	>= 95%			90.00%	10		Failed Standard
Resale	A.1.16.6	O-11	ISDN/FL(%)	>= 95%			97.37%	38		Met Standard
Resale		***FOC & Reject Response Completeness (Multiple Responses) - Mechanized***								
Resale	A.1.17.1.1	O-11	Residence/EDI/FL(%)	>= 95%			89.74%	546		Failed Standard
Resale	A.1.17.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.32%	74,584		Met Standard
Resale	A.1.17.2.1	O-11	Business/EDI/FL(%)	>= 95%			67.86%	56		Failed Standard
Resale	A.1.17.2.2	O-11	Business/TAG/FL(%)	>= 95%			98.31%	3,738		Met Standard
Resale	A.1.17.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			0.00%	1		Failed Standard
Resale	A.1.17.4.1	O-11	PBX/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.4.2	O-11	PBX/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.5.1	O-11	Centrex/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.5.2	O-11	Centrex/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.6.1	O-11	ISDN/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.6.2	O-11	ISDN/TAG/FL(%)	>= 95%						Cannot Determine

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale		***FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized***								
Resale	A.1.18.1.1	O-11	Residence/EDI/FL(%)	>= 95%			98.43%	318		Met Standard
Resale	A.1.18.1.2	O-11	Residence/TAG/FL(%)	>= 95%			93.17%	19,972		Failed Standard
Resale	A.1.18.2.1	O-11	Business/EDI/FL(%)	>= 95%			72.73%	22		Failed Standard
Resale	A.1.18.2.2	O-11	Business/TAG/FL(%)	>= 95%			87.85%	2,116		Failed Standard
Resale	A.1.18.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%			100.00%	1		Met Standard
Resale	A.1.18.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			100.00%	2		Met Standard
Resale	A.1.18.4.1	O-11	PBX/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.4.2	O-11	PBX/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.5.1	O-11	Centrex/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.5.2	O-11	Centrex/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.6.1	O-11	ISDN/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			80.00%	5		Failed Standard
Resale		***FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized***								
Resale	A.1.19.1	O-11	Residence/FL(%)	>= 95%			89.29%	1,326		Failed Standard
Resale	A.1.19.2	O-11	Business/FL(%)	>= 95%			91.50%	1,106		Failed Standard
Resale	A.1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			95.91%	171		Met Standard
Resale	A.1.19.4	O-11	PBX/FL(%)	>= 95%			96.15%	52		Met Standard
Resale	A.1.19.5	O-11	Centrex/FL(%)	>= 95%			100.00%	9		Met Standard
Resale	A.1.19.6	O-11	ISDN/FL(%)	>= 95%			94.59%	37		Failed Standard
Resale										
Resale		**Resale - Provisioning**								
Resale		***Order Completion Interval***								
Resale	A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res	4.54	41,468	2.87	3,448	19.3962	Met Standard
Resale	A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res	0.79	670,384	0.52	58,861	56.0235	Met Standard
Resale	A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res	5.22	32	0.33	1	1.6034	Met Standard
Resale	A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL(days)	Res						Cannot Determine
Resale	A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL(days)	Bus	2.29	42,967	2.89	389	-2.2566	Failed Standard
Resale	A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	Bus	1.46	45,858	0.79	2,923	6.4269	Met Standard
Resale	A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	9.23	223	3.87	5	0.8379	Met Standard
Resale	A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	Bus	4.48	9				Cannot Determine
Resale	A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	24.05	1,572	3.87	5	1.4479	Met Standard
Resale	A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design	25.51	26	5.43	14	1.2492	Met Standard
Resale	A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design	17.50	4	6.00	1	3.0114	Met Standard
Resale	A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Design						Cannot Determine
Resale	A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL(days)	PBX	14.02	60	2.78	3	0.5491	Met Standard
Resale	A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX	2.31	248	2.08	24	0.2225	Met Standard
Resale	A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX	8.00	1	4.00	1		Met Standard
Resale	A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX	1.50	46	2.81	7	-2.5954	Failed Standard
Resale	A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex	6.16	621	3.00	3	0.6817	Met Standard
Resale	A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex	1.33	1,195	1.44	6	-0.1068	Met Standard
Resale	A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex	13.88	17				Cannot Determine
Resale	A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex	2.04	82	13.00	1	-3.7440	Failed Standard
Resale	A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	16.49	585	23.72	6	-0.2927	Met Standard
Resale	A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN	2.81	936	1.26	14	0.8838	Met Standard
Resale	A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN	3.17	2				Cannot Determine
Resale	A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN	3.50	97	2.50	2	0.4688	Met Standard
Resale		***Held Orders***								
Resale	A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res	9.02	264	4.82	11	1.1651	Met Standard
Resale	A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0		Met Standard
Resale	A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res	18.25	20	1.00	1	0.8352	Met Standard
Resale	A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL(days)	Res	0.00	0	0.00	0		Met Standard
Resale	A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0		Met Standard
Resale	A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL(days)	Res	0.00	0	0.00	0		Met Standard
Resale	A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL(days)	Bus	7.43	74	2.00	3	1.3536	Met Standard
Resale	A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0		Met Standard
Resale	A.2.2.2.1.3	P-1	Business/<10 circuits/Other/FL(days)	Bus	37.00	6	0.00	0		Met Standard

BellSouth Monthly State Summary, January 2002										
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Resale	A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus	3.00	2	0.00	0		Met Standard
Resale	A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0		Met Standard
Resale	A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(days)	Bus	0.00	0	0.00	0		Met Standard
Resale	A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL(days)	Design	4.00	1	0.00	0		Met Standard
Resale	A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0		Met Standard
Resale	A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/FL(days)	Design	63.50	2	0.00	0		Met Standard
Resale	A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/FL(days)	Design	0.00	0	0.00	0		Met Standard
Resale	A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0		Met Standard
Resale	A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/FL(days)	Design	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL(days)	Centrex	4.20	5	0.00	0		Met Standard
Resale	A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/FL(days)	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/FL(days)	ISDN	3.50	2	0.00	0		Met Standard
Resale	A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL(days)	ISDN	0.00	0	0.00	0		Met Standard
Resale		***% Jeopardies - Mechanized***								
Resale	A.2.4.1	P-2	Residence/FL(%)	Res	0.44%	764,337	0.30%	51,334	4.5159	Met Standard
Resale	A.2.4.2	P-2	Business/FL(%)	Bus	0.95%	91,529	0.59%	2,360	1.7486	Met Standard
Resale	A.2.4.3	P-2	Design (Specials)/FL(%)	Design	9.74%	2,115				Cannot Determine
Resale	A.2.4.4	P-2	PBX/FL(%)	PBX	2.33%	386	0.00%	12	0.5271	Met Standard
Resale	A.2.4.5	P-2	Centrex/FL(%)	Centrex	5.01%	2,037	0.00%	1	0.2295	Met Standard
Resale	A.2.4.6	P-2	ISDN/FL(%)	ISDN	6.39%	1,988	0.00%	9	0.7819	Met Standard
Resale		***% Jeopardies - Non-Mechanized***								
Resale	A.2.5.1	P-2	Residence/FL(%)	Diagnostic			1.29%	541		Diagnostic
Resale	A.2.5.2	P-2	Business/FL(%)	Diagnostic			0.71%	420		Diagnostic
Resale	A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			0.00%	28		Diagnostic
Resale	A.2.5.4	P-2	PBX/FL(%)	Diagnostic			0.00%	33		Diagnostic
Resale	A.2.5.5	P-2	Centrex/FL(%)	Diagnostic			0.00%	11		Diagnostic
Resale	A.2.5.6	P-2	ISDN/FL(%)	Diagnostic			0.00%	31		Diagnostic
Resale		***Average Jeopardy Notice Interval - Mechanized***								
Resale	A.2.7.1	P-2	Residence/FL(hours)	>= 48 hrs			118.45	155		Met Standard
Resale	A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			142.29	14		Met Standard
Resale	A.2.7.3	P-2	Design (Specials)/FL(hours)	>= 48 hrs						Cannot Determine
Resale	A.2.7.4	P-2	PBX/FL(hours)	>= 48 hrs						Cannot Determine
Resale	A.2.7.5	P-2	Centrex/FL(hours)	>= 48 hrs						Cannot Determine
Resale	A.2.7.6	P-2	ISDN/FL(hours)	>= 48 hrs						Cannot Determine
Resale		***Average Jeopardy Notice Interval - Non-Mechanized***								
Resale	A.2.8.1	P-2	Residence/FL(hours)	Diagnostic			92.57	7		Diagnostic
Resale	A.2.8.2	P-2	Business/FL(hours)	Diagnostic			96.00	3		Diagnostic
Resale	A.2.8.3	P-2	Design (Specials)/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.8.4	P-2	PBX/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.8.5	P-2	Centrex/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.8.6	P-2	ISDN/FL(hours)	Diagnostic						Diagnostic
Resale		***% Jeopardy Notice >= 48 hours - Mechanized***								
Resale	A.2.9.1	P-2	Residence/FL(%)	95% >= 48 hrs			100.00%	155		Met Standard

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.2.9.2	P-2	Business/FL(%)	95% >= 48 hrs			100.00%	14		Met Standard
Resale	A.2.9.3	P-2	Design (Specials)/FL(%)	95% >= 48 hrs						Cannot Determine
Resale	A.2.9.4	P-2	PBX/FL(%)	95% >= 48 hrs						Cannot Determine
Resale	A.2.9.5	P-2	Centrex/FL(%)	95% >= 48 hrs						Cannot Determine
Resale	A.2.9.6	P-2	ISDN/FL(%)	95% >= 48 hrs						Cannot Determine
Resale		***% Jeopardy Failed Notice >= 48 hours - Non-Mechanized***								
Resale	A.2.10.1	P-2	Residence/FL(%)	Diagnostic			100.00%	7		Diagnostic
Resale	A.2.10.2	P-2	Business/FL(%)	Diagnostic			100.00%	3		Diagnostic
Resale	A.2.10.3	P-2	Design (Specials)/FL(%)	Diagnostic						Diagnostic
Resale	A.2.10.4	P-2	PBX/FL(%)	Diagnostic						Diagnostic
Resale	A.2.10.5	P-2	Centrex/FL(%)	Diagnostic						Diagnostic
Resale	A.2.10.6	P-2	ISDN/FL(%)	Diagnostic						Diagnostic
Resale		***% Missed Installation Appointments***								
Resale	A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	5.65%	50,671	3.31%	3,923	6.1143	Met Standard
Resale	A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0.04%	710,476	0.23%	61,307	-21.5195	Failed Standard
Resale	A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	2.33%	43	0.00%	1	0.1525	Met Standard
Resale	A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res						Cannot Determine
Resale	A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/FL(%)	Bus	1.21%	44,140	5.05%	554	-8.2254	Failed Standard
Resale	A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0.10%	46,449	0.18%	3,403	-1.3306	Met Standard
Resale	A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	5.42%	277	0.00%	6	0.5799	Met Standard
Resale	A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	13				Cannot Determine
Resale	A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3.41%	1,789	12.50%	8	-1.4136	Met Standard
Resale	A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	8.11%	37	0.00%	21	1.0872	Met Standard
Resale	A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	4	0.00%	1		Met Standard
Resale	A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design						Cannot Determine
Resale	A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/FL(%)	PBX	2.60%	77	0.00%	5	0.3538	Met Standard
Resale	A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	1.17%	256	0.00%	29	0.5558	Met Standard
Resale	A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	1	0.00%	1		Met Standard
Resale	A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	46	0.00%	11		Met Standard
Resale	A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	5.39%	687	0.00%	3	0.4123	Met Standard
Resale	A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	1,217	0.00%	8		Met Standard
Resale	A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	0.00%	19				Cannot Determine
Resale	A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	86	0.00%	2		Met Standard
Resale	A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	3.10%	741	16.67%	12	-2.6875	Failed Standard
Resale	A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	1.56%	963	0.00%	22	0.5834	Met Standard
Resale	A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	3				Cannot Determine
Resale	A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	97	0.00%	7		Met Standard
Resale		***% Provisioning Troubles within 30 Days***								
Resale	A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	8.29%	48,942	6.01%	3,425	4.6678	Met Standard
Resale	A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3.63%	622,848	4.47%	47,332	-9.4391	Failed Standard
Resale	A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	10.71%	84	20.00%	5	-0.6522	Met Standard
Resale	A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res	0.00%	1				Cannot Determine
Resale	A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/FL(%)	Bus	1.89%	47,041	6.25%	480	-6.9726	Failed Standard
Resale	A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	4.63%	36,478	3.71%	2,803	2.2273	Met Standard
Resale	A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	7.79%	244	0.00%	3	0.5003	Met Standard
Resale	A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	13.33%	15	0.00%	2	0.5211	Met Standard
Resale	A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	2.69%	1,709	0.00%	4	0.3322	Met Standard
Resale	A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	1.41%	71	0.00%	5	0.2583	Met Standard
Resale	A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	6				Cannot Determine
Resale	A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design						Cannot Determine
Resale	A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	2.94%	68	0.00%	5	0.3757	Met Standard
Resale	A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	2.12%	189	0.00%	16	0.5648	Met Standard
Resale	A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	1				Cannot Determine
Resale	A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	36	0.00%	6		Met Standard
Resale	A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	0.92%	649	0.00%	2	0.1364	Met Standard
Resale	A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	1.53%	1,114	9.09%	11	-2.0367	Failed Standard
Resale	A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	3.45%	29				Cannot Determine
Resale	A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	147				Cannot Determine

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Resale	A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	2.16%	832	0.00%	17	0.6070	Met Standard
Resale	A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0.58%	519	0.00%	18	0.3180	Met Standard
Resale	A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	19	0.00%	1		Met Standard
Resale	A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	39	0.00%	8		Met Standard
Resale		***Average Completion Notice Interval - Mechanized***								
Resale	A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Res	3.99	43,786	0.71	3,105	7.9364	Met Standard
Resale	A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	1.30	670,445	0.71	56,328	23.4570	Met Standard
Resale	A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	0.85	37	0.18	1	0.1684	Met Standard
Resale	A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Res						Cannot Determine
Resale	A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Bus	2.30	40,427	1.14	408	1.4836	Met Standard
Resale	A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Bus	2.03	43,281	0.68	2,516	4.5690	Met Standard
Resale	A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	6.71	208	0.03	4	0.3991	Met Standard
Resale	A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	2.41	12				Cannot Determine
Resale	A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	207.13	1,261	46.07	1	0.2626	Met Standard
Resale	A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	95.35	26				Cannot Determine
Resale	A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	6.28	4				Cannot Determine
Resale	A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Design						Cannot Determine
Resale	A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	143.08	52				Cannot Determine
Resale	A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	3.86	231				Cannot Determine
Resale	A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	0.23	1				Cannot Determine
Resale	A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	0.65	42				Cannot Determine
Resale	A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	8.71	574				Cannot Determine
Resale	A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	6.56	1,146	0.83	1	0.1237	Met Standard
Resale	A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	9.71	17				Cannot Determine
Resale	A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	1.76	84				Cannot Determine
Resale	A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	76.81	406				Cannot Determine
Resale	A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	8.83	862				Cannot Determine
Resale	A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN	0.04	2				Cannot Determine
Resale	A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN	5.14	88				Cannot Determine
Resale		***Average Completion Notice Interval - Non-Mechanized***								
Resale	A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic			9.12	549		Diagnostic
Resale	A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			10.17	1,755		Diagnostic
Resale	A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Diagnostic			20.72	104		Diagnostic
Resale	A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15.99	699		Diagnostic
Resale	A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			29.32	2		Diagnostic
Resale	A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Diagnostic			36.80	6		Diagnostic
Resale	A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			30.06	17		Diagnostic
Resale	A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Diagnostic			21.07	1		Diagnostic
Resale	A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	Diagnostic			25.69	5		Diagnostic
Resale	A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			28.06	27		Diagnostic
Resale	A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic			35.58	1		Diagnostic
Resale	A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			18.47	11		Diagnostic
Resale	A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			59.12	3		Diagnostic
Resale	A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15.09	7		Diagnostic
Resale	A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.00	2		Diagnostic
Resale	A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			44.84	12		Diagnostic
Resale	A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			32.80	22		Diagnostic
Resale	A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.00	7		Diagnostic
Resale		***Total Service Order Cycle Time - Mechanized***								
Resale	A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.26	2,436		Diagnostic
Resale	A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.62	44,687		Diagnostic
Resale	A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			2.96	211		Diagnostic
Resale	A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.88	1,414		Diagnostic
Resale	A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			2.50	2		Diagnostic
Resale	A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale		***Total Service Order Cycle Time - Partially Mechanized***								
Resale	A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.70	443		Diagnostic
Resale	A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.60	11,192		Diagnostic
Resale	A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			0.33	1		Diagnostic
Resale	A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.08	84		Diagnostic
Resale	A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.90	776		Diagnostic
Resale	A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			2.00	1		Diagnostic
Resale	A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	1		Diagnostic
Resale	A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale		***Total Service Order Cycle Time - Non-Mechanized***								
Resale	A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.28	119		Diagnostic
Resale	A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.80	256		Diagnostic
Resale	A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			5.60	39		Diagnostic
Resale	A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.54	233		Diagnostic
Resale	A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.00	2		Diagnostic
Resale	A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			2.00	1		Diagnostic
Resale	A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.28	12		Diagnostic
Resale	A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1		Diagnostic
Resale	A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic

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Resale	A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			4.50	2		Diagnostic
Resale	A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.37	17		Diagnostic
Resale	A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1		Diagnostic
Resale	A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.20	5		Diagnostic
Resale	A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			8.33	3		Diagnostic
Resale	A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.25	4		Diagnostic
Resale	A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			16.50	2		Diagnostic
Resale	A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.75	8		Diagnostic
Resale	A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.00	2		Diagnostic
Resale		***Total Service Order Cycle Time (offered) - Mechanized***								
Resale	A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.16	2,271		Diagnostic
Resale	A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.68	31,223		Diagnostic
Resale	A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			2.96	210		Diagnostic
Resale	A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.90	1,323		Diagnostic
Resale	A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			2.50	2		Diagnostic
Resale	A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale		***Total Service Order Cycle Time (offered) - Partially Mechanized***								
Resale	A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.63	413		Diagnostic
Resale	A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.55	9,122		Diagnostic
Resale	A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			0.33	1		Diagnostic
Resale	A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			2.95	79		Diagnostic
Resale	A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.71	672		Diagnostic
Resale	A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			2.00	1		Diagnostic
Resale	A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	1		Diagnostic
Resale	A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale		***Total Service Order Cycle Time (offered) - Non-Mechanized***								
Resale	A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.28	101		Diagnostic
Resale	A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.85	200		Diagnostic
Resale	A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			5.83	34		Diagnostic
Resale	A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.56	205		Diagnostic
Resale	A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.00	2		Diagnostic
Resale	A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.22	9		Diagnostic
Resale	A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1		Diagnostic
Resale	A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			4.50	2		Diagnostic
Resale	A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.67	14		Diagnostic
Resale	A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1		Diagnostic
Resale	A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	4		Diagnostic
Resale	A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			8.33	3		Diagnostic
Resale	A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1		Diagnostic
Resale	A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			17.00	1		Diagnostic
Resale	A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.17	6		Diagnostic
Resale	A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.00	2		Diagnostic
Resale		***% Completions w/o Notice or < 24 hours***								
Resale	A.2.24.1.1	P-6	Residence/Dispatch/FL(%)	Diagnostic			48.78%	3,446		Diagnostic
Resale	A.2.24.1.2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			91.65%	58,861		Diagnostic
Resale	A.2.24.2.1	P-6	Business/Dispatch/FL(%)	Diagnostic			51.52%	394		Diagnostic
Resale	A.2.24.2.2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			77.15%	2,923		Diagnostic
Resale	A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			16.67%	6		Diagnostic
Resale	A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			71.43%	14		Diagnostic
Resale	A.2.24.4.1	P-6	PBX/Dispatch/FL(%)	Diagnostic			75.00%	4		Diagnostic
Resale	A.2.24.4.2	P-6	PBX/Non-Dispatch/FL(%)	Diagnostic			80.65%	31		Diagnostic
Resale	A.2.24.5.1	P-6	Centrex/Dispatch/FL(%)	Diagnostic			100.00%	3		Diagnostic
Resale	A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			57.14%	7		Diagnostic
Resale	A.2.24.6.1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			100.00%	6		Diagnostic
Resale	A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			56.25%	16		Diagnostic
Resale		***Service Order Accuracy***								
Resale	A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL(%)	>= 95%			90.54%	74		Failed Standard
Resale	A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			97.33%	75		Met Standard
Resale	A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL(%)	>= 95%			90.91%	11		Failed Standard
Resale	A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/FL(%)	>= 95%						Cannot Determine
Resale	A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/FL(%)	>= 95%			87.20%	125		Failed Standard
Resale	A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			93.24%	74		Failed Standard
Resale	A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL(%)	>= 95%			91.67%	12		Failed Standard
Resale	A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			85.00%	20		Failed Standard
Resale	A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			97.96%	49		Met Standard
Resale	A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			96.05%	76		Met Standard
Resale	A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%						Cannot Determine
Resale	A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			70.00%	10		Failed Standard
Resale										
Resale		**Resale - Maintenance and Repair**								
Resale		***Missed Repair Appointments***								

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Resale	A.3.1.1.1	M&R-1	Residence/Dispatch/FL(%)	Res	8.79%	85,724	4.14%	4,374	10.5923	Met Standard
Resale	A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	0.81%	50,368	1.32%	2,733	-2.8957	Failed Standard
Resale	A.3.1.2.1	M&R-1	Business/Dispatch/FL(%)	Bus	8.31%	16,192	7.34%	763	0.9459	Met Standard
Resale	A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL(%)	Bus	1.71%	9,937	1.46%	411	0.3844	Met Standard
Resale	A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	5.97%	1,408	2.08%	48	1.1168	Met Standard
Resale	A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	1.11%	1,979	0.00%	29	0.5668	Met Standard
Resale	A.3.1.4.1	M&R-1	PBX/Dispatch/FL(%)	PBX	13.99%	386	20.00%	15	-0.6584	Met Standard
Resale	A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL(%)	PBX	4.07%	172	0.00%	9	0.6024	Met Standard
Resale	A.3.1.5.1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	12.91%	1,286	31.58%	19	-2.4095	Failed Standard
Resale	A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	2.77%	1,047	0.00%	3	0.2919	Met Standard
Resale	A.3.1.6.1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	2.81%	320	0.00%	5	0.3774	Met Standard
Resale	A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	0.50%	398	0.00%	0		Met Standard
Resale		***Customer Trouble Report Rate***								
Resale	A.3.2.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	1.94%	4,414,013	2.11%	206,986	-5.4592	Failed Standard
Resale	A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL(%)	Res	1.14%	4,414,013	1.32%	206,986	-7.4629	Failed Standard
Resale	A.3.2.2.1	M&R-2	Business/Dispatch/FL(%)	Bus	1.36%	1,194,289	9.52%	8,018	-62.5447	Failed Standard
Resale	A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL(%)	Bus	0.83%	1,194,289	5.13%	8,018	-42.0108	Failed Standard
Resale	A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	0.70%	200,629	1.70%	2,819	-6.2997	Failed Standard
Resale	A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL(%)	Design	0.99%	200,629	1.03%	2,819	-0.2247	Met Standard
Resale	A.3.2.4.1	M&R-2	PBX/Dispatch/FL(%)	PBX	0.21%	185,476	0.17%	8,844	0.7755	Met Standard
Resale	A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0.09%	185,476	0.10%	8,844	-0.2724	Met Standard
Resale	A.3.2.5.1	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0.55%	233,942	0.91%	2,096	-2.1933	Failed Standard
Resale	A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.45%	233,942	0.14%	2,096	2.0740	Met Standard
Resale	A.3.2.6.1	M&R-2	ISDN/Dispatch/FL(%)	ISDN	0.09%	366,068	0.10%	5,028	-0.2865	Met Standard
Resale	A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	0.11%	366,068	0.00%	5,028	2.3222	Met Standard
Resale		***Maintenance Average Duration***								
Resale	A.3.3.1.1	M&R-3	Residence/Dispatch/FL(hours)	Res	18.51	85,724	15.80	4,374	7.2592	Met Standard
Resale	A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL(hours)	Res	5.65	50,368	4.92	2,733	2.6309	Met Standard
Resale	A.3.3.2.1	M&R-3	Business/Dispatch/FL(hours)	Bus	14.58	16,192	14.86	763	-0.3513	Met Standard
Resale	A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL(hours)	Bus	3.85	9,937	3.96	411	-0.2274	Met Standard
Resale	A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL(hours)	Design	9.59	1,408	5.58	48	0.5164	Met Standard
Resale	A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL(hours)	Design	2.64	1,979	2.92	29	-0.1922	Met Standard
Resale	A.3.3.4.1	M&R-3	PBX/Dispatch/FL(hours)	PBX	16.70	386	19.92	15	-0.2940	Met Standard
Resale	A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL(hours)	PBX	3.79	172	0.97	9	0.9402	Met Standard
Resale	A.3.3.5.1	M&R-3	Centrex/Dispatch/FL(hours)	Centrex	16.54	1,286	14.21	19	0.4705	Met Standard
Resale	A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL(hours)	Centrex	3.39	1,047	0.94	3	0.5593	Met Standard
Resale	A.3.3.6.1	M&R-3	ISDN/Dispatch/FL(hours)	ISDN	6.42	320	6.03	5	0.0957	Met Standard
Resale	A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL(hours)	ISDN	2.36	398	0.00	0		Met Standard
Resale		***% Repeat Troubles within 30 Days***								
Resale	A.3.4.1.1	M&R-4	Residence/Dispatch/FL(%)	Res	17.00%	85,724	13.21%	4,374	6.4975	Met Standard
Resale	A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL(%)	Res	14.15%	50,368	14.05%	2,733	0.1480	Met Standard
Resale	A.3.4.2.1	M&R-4	Business/Dispatch/FL(%)	Bus	14.03%	16,192	12.98%	763	0.8211	Met Standard
Resale	A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL(%)	Bus	12.56%	9,937	8.76%	411	2.2781	Met Standard
Resale	A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL(%)	Design	24.15%	1,408	10.42%	48	2.1859	Met Standard
Resale	A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL(%)	Design	19.40%	1,979	27.59%	29	-1.1062	Met Standard
Resale	A.3.4.4.1	M&R-4	PBX/Dispatch/FL(%)	PBX	15.80%	386	20.00%	15	-0.4372	Met Standard
Resale	A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL(%)	PBX	12.79%	172	0.00%	9	1.1200	Met Standard
Resale	A.3.4.5.1	M&R-4	Centrex/Dispatch/FL(%)	Centrex	11.82%	1,286	21.05%	19	-1.2375	Met Standard
Resale	A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL(%)	Centrex	17.00%	1,047	0.00%	3	0.7828	Met Standard
Resale	A.3.4.6.1	M&R-4	ISDN/Dispatch/FL(%)	ISDN	17.50%	320	0.00%	5	1.0219	Met Standard
Resale	A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL(%)	ISDN	12.06%	398	0.00%	0		Met Standard
Resale		***Out of Service > 24 hours***								
Resale	A.3.5.1.1	M&R-5	Residence/Dispatch/FL(%)	Res	16.41%	55,152	11.94%	3,173	6.5984	Met Standard
Resale	A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL(%)	Res	4.48%	13,788	2.92%	889	2.1754	Met Standard
Resale	A.3.5.2.1	M&R-5	Business/Dispatch/FL(%)	Bus	12.13%	10,046	11.82%	516	0.2120	Met Standard
Resale	A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL(%)	Bus	2.61%	3,914	1.95%	205	0.5737	Met Standard
Resale	A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL(%)	Design	5.97%	1,408	2.08%	48	1.1168	Met Standard

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Resale	A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL(%)	Design	1.11%	1,979	0.00%	29	0.5668	Met Standard
Resale	A.3.5.4.1	M&R-5	PBX/Dispatch/FL(%)	PBX	14.09%	291	11.11%	9	0.2529	Met Standard
Resale	A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL(%)	PBX	3.19%	94	0.00%	8	0.4930	Met Standard
Resale	A.3.5.5.1	M&R-5	Centrex/Dispatch/FL(%)	Centrex	18.00%	889	16.67%	6	0.0846	Met Standard
Resale	A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL(%)	Centrex	2.21%	498	0.00%	3	0.2595	Met Standard
Resale	A.3.5.6.1	M&R-5	ISDN/Dispatch/FL(%)	ISDN	2.81%	320	0.00%	5	0.3774	Met Standard
Resale	A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL(%)	ISDN	0.50%	398	0.00%	0		Met Standard
Resale										
Resale		**Resale - Billing**								
Resale		***Invoice Accuracy***								
Resale	A.4.1	B-1	FL(%)	BST - State	98.37%	$503,464,778	99.92%	$12,779,241	-432.9836	Met Standard
Resale		***Mean Time to Deliver Invoices - CRIS***								
Resale	A.4.2	B-2	Region(business days)	BST - Region	4.87	1	3.96	1,863		Met Standard
		Unbundled Network Elements - Ordering								
		% Rejected Service Requests - Mechanized								
UNE	B.1.1.1	O-7	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			19.39%	11,394		Diagnostic
UNE	B.1.1.4	O-7	Combo Other/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			15.48%	252		Diagnostic
UNE	B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			16.67%	24		Diagnostic
UNE	B.1.1.7	O-7	Line Sharing/FL(%)	Diagnostic			28.15%	135		Diagnostic
UNE	B.1.1.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			10.80%	1,231		Diagnostic
UNE	B.1.1.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			9.65%	933		Diagnostic
UNE	B.1.1.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			31.87%	91		Diagnostic
UNE	B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			90.00%	170		Diagnostic
UNE	B.1.1.14	O-7	Other Design/FL(%)	Diagnostic			34.33%	134		Diagnostic
UNE	B.1.1.15	O-7	Other Non-Design/FL(%)	Diagnostic			59.39%	9,081		Diagnostic
UNE	B.1.1.16	O-7	INP Standalone/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.17	O-13	LNP Standalone/FL(%)	Diagnostic			8.74%	3,583		Diagnostic
UNE		***% Rejected Service Requests - Partially Mechanized***								
UNE	B.1.2.1	O-7	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			24.88%	6,262		Diagnostic
UNE	B.1.2.4	O-7	Combo Other/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			5.88%	17		Diagnostic
UNE	B.1.2.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			0.00%	14		Diagnostic
UNE	B.1.2.7	O-7	Line Sharing/FL(%)	Diagnostic			24.11%	141		Diagnostic
UNE	B.1.2.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			23.99%	471		Diagnostic
UNE	B.1.2.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			22.65%	1,055		Diagnostic
UNE	B.1.2.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			100.00%	1		Diagnostic
UNE	B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			46.54%	651		Diagnostic
UNE	B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			30.91%	2,384		Diagnostic
UNE	B.1.2.14	O-7	Other Design/FL(%)	Diagnostic			44.09%	127		Diagnostic
UNE	B.1.2.15	O-7	Other Non-Design/FL(%)	Diagnostic			76.89%	4,080		Diagnostic
UNE	B.1.2.16	O-7	INP Standalone/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.17	O-13	LNP Standalone/FL(%)	Diagnostic			37.51%	1,557		Diagnostic
UNE		***% Rejected Service Requests - Non-Mechanized***								
UNE	B.1.3.1	O-7	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.1.3.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			39.22%	51		Diagnostic
UNE	B.1.3.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			52.45%	755		Diagnostic
UNE	B.1.3.4	O-7	Combo Other/FL(%)	Diagnostic						Diagnostic

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UNE	B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			25.93%	270		Diagnostic
UNE	B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			13.97%	673		Diagnostic
UNE	B.1.3.7	O-7	Line Sharing/FL(%)	Diagnostic			26.11%	203		Diagnostic
UNE	B.1.3.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			45.23%	241		Diagnostic
UNE	B.1.3.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			25.52%	1,309		Diagnostic
UNE	B.1.3.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0.00%	2		Diagnostic
UNE	B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			42.86%	14		Diagnostic
UNE	B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			67.86%	112		Diagnostic
UNE	B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			47.37%	152		Diagnostic
UNE	B.1.3.14	O-7	Other Design/FL(%)	Diagnostic			27.62%	648		Diagnostic
UNE	B.1.3.15	O-7	Other Non-Design/FL(%)	Diagnostic			40.33%	1,525		Diagnostic
UNE	B.1.3.16	O-7	INP Standalone/FL(%)	Diagnostic			48.94%	47		Diagnostic
UNE	B.1.3.17	O-13	LNP Standalone/FL(%)	Diagnostic			32.68%	912		Diagnostic
UNE		***Reject Interval - Mechanized***								
UNE	B.1.4.1	O-8	Switch Ports/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.2	O-8	Local Interoffice Transport/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.3	O-8	Loop + Port Combinations/FL(%)	>= 97% w in 1 hr			94.49%	2,216		Failed Standard
UNE	B.1.4.4	O-8	Combo Other/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 97% w in 1 hr			100.00%	39		Met Standard
UNE	B.1.4.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 97% w in 1 hr			100.00%	4		Met Standard
UNE	B.1.4.7	O-8	Line Sharing/FL(%)	>= 97% w in 1 hr			55.26%	38		Failed Standard
UNE	B.1.4.8	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			71.85%	135		Failed Standard
UNE	B.1.4.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w in 1 hr			74.73%	91		Failed Standard
UNE	B.1.4.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 97% w in 1 hr			96.55%	29		Failed Standard
UNE	B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 97% w in 1 hr			100.00%	153		Met Standard
UNE	B.1.4.14	O-8	Other Design/FL(%)	>= 97% w in 1 hr			89.36%	47		Failed Standard
UNE	B.1.4.15	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr			73.29%	5,646		Failed Standard
UNE	B.1.4.16	O-8	INP Standalone/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.17	O-14	LNP Standalone/FL(%)	>= 97% w in 1 hr			98.72%	313		Met Standard
UNE		***Reject Interval - Partially Mechanized - 10 hours***								
UNE	B.1.7.1	O-8	Switch Ports/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			95.04%	1,574		Met Standard
UNE	B.1.7.4	O-8	Combo Other/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			100.00%	1		Met Standard
UNE	B.1.7.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.7	O-8	Line Sharing/FL(%)	>= 85% w in 10 hrs			61.76%	34		Failed Standard
UNE	B.1.7.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			92.17%	115		Met Standard
UNE	B.1.7.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			88.62%	246		Met Standard
UNE	B.1.7.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs			100.00%	1		Met Standard
UNE	B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			86.36%	308		Met Standard
UNE	B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			84.74%	747		Failed Standard
UNE	B.1.7.14	O-8	Other Design/FL(%)	>= 85% w in 10 hrs			94.64%	56		Met Standard
UNE	B.1.7.15	O-8	Other Non-Design/FL(%)	>= 85% w in 10 hrs			97.90%	3,147		Met Standard
UNE	B.1.7.16	O-8	INP Standalone/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.17	O-14	LNP Standalone/FL(%)	>= 85% w in 10 hrs			96.76%	587		Met Standard
UNE		***Reject Interval - Non-Mechanized***								
UNE	B.1.8.1	O-8	Switch Ports/FL(%)	>= 85% w in 24 hrs						Cannot Determine
UNE	B.1.8.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs			90.91%	22		Met Standard
UNE	B.1.8.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			99.75%	398		Met Standard
UNE	B.1.8.4	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs						Cannot Determine
UNE	B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 24 hrs			100.00%	70		Met Standard
UNE	B.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			100.00%	96		Met Standard
UNE	B.1.8.7	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			98.11%	53		Met Standard
UNE	B.1.8.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			100.00%	111		Met Standard

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UNE	B.1.8.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			99.70%	338		Met Standard
UNE	B.1.8.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 24 hrs						Cannot Determine
UNE	B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 24 hrs			100.00%	6		Met Standard
UNE	B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			98.68%	76		Met Standard
UNE	B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs			100.00%	74		Met Standard
UNE	B.1.8.14	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			97.77%	179		Met Standard
UNE	B.1.8.15	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			99.51%	616		Met Standard
UNE	B.1.8.16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			100.00%	23		Met Standard
UNE	B.1.8.17	O-14	LNP Standalone/FL(%)	>= 85% w in 24 hrs			99.00%	300		Met Standard
UNE		***FOC Timeliness - Mechanized***								
UNE	B.1.9.1	O-9	Switch Ports/FL(%)	>= 95% w in 3 hrs						Cannot Determine
UNE	B.1.9.2	O-9	Local Interoffice Transport/FL(%)	>= 95% w in 3 hrs						Cannot Determine
UNE	B.1.9.3	O-9	Loop + Port Combinations/FL(%)	>= 95% w in 3 hrs			99.48%	9,258		Met Standard
UNE	B.1.9.4	O-9	Combo Other/FL(%)	>= 95% w in 3 hrs						Cannot Determine
UNE	B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 3 hrs			99.06%	213		Met Standard
UNE	B.1.9.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			100.00%	20		Met Standard
UNE	B.1.9.7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs			96.33%	109		Met Standard
UNE	B.1.9.8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99.82%	1,113		Met Standard
UNE	B.1.9.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			99.88%	853		Met Standard
UNE	B.1.9.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 95% w in 3 hrs						Cannot Determine
UNE	B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 95% w in 3 hrs						Cannot Determine
UNE	B.1.9.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 95% w in 3 hrs			98.59%	71		Met Standard
UNE	B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100.00%	126		Met Standard
UNE	B.1.9.14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			98.88%	89		Met Standard
UNE	B.1.9.15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			99.83%	4,689		Met Standard
UNE	B.1.9.16	O-9	INP Standalone/FL(%)	>= 95% w in 3 hrs						Cannot Determine
UNE	B.1.9.17	O-15	LNP Standalone/FL(%)	>= 95% w in 3 hrs			96.41%	3,312		Met Standard
UNE		***FOC Timeliness - Partially Mechanized - 10 hours***								
UNE	B.1.12.1	O-9	Switch Ports/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.12.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.12.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			94.03%	4,943		Met Standard
UNE	B.1.12.4	O-9	Combo Other/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			100.00%	16		Met Standard
UNE	B.1.12.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			85.71%	14		Met Standard
UNE	B.1.12.7	O-9	Line Sharing/FL(%)	>= 85% w in 10 hrs			100.00%	115		Met Standard
UNE	B.1.12.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			94.34%	371		Met Standard
UNE	B.1.12.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			89.68%	843		Met Standard
UNE	B.1.12.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.12.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			90.99%	466		Met Standard
UNE	B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			95.50%	2,178		Met Standard
UNE	B.1.12.14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			78.13%	96		Failed Standard
UNE	B.1.12.15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs			97.95%	880		Met Standard
UNE	B.1.12.16	O-9	INP Standalone/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.12.17	O-15	LNP Standalone/FL(%)	>= 85% w in 10 hrs			96.11%	1,054		Met Standard
UNE		***FOC Timeliness - Non-Mechanized***								
UNE	B.1.13.1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs						Cannot Determine
UNE	B.1.13.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			89.29%	28		Met Standard
UNE	B.1.13.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			98.36%	304		Met Standard
UNE	B.1.13.4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs						Cannot Determine
UNE	B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 36 hrs			98.99%	198		Met Standard
UNE	B.1.13.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			99.62%	533		Met Standard
UNE	B.1.13.7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			100.00%	140		Met Standard
UNE	B.1.13.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			98.43%	127		Met Standard
UNE	B.1.13.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			99.34%	909		Met Standard
UNE	B.1.13.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs			100.00%	2		Met Standard
UNE	B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	8		Met Standard
UNE	B.1.13.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 36 hrs			100.00%	31		Met Standard

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					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	71		Met Standard
UNE	B.1.13.14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			99.55%	444		Met Standard
UNE	B.1.13.15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			99.31%	873		Met Standard
UNE	B.1.13.16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs			100.00%	23		Met Standard
UNE	B.1.13.17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			100.00%	611		Met Standard
UNE		***FOC & Reject Response Completeness - Mechanized***								
UNE	B.1.14.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			99.85%	2,052		Met Standard
UNE	B.1.14.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.97%	9,342		Met Standard
UNE	B.1.14.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	67		Met Standard
UNE	B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	185		Met Standard
UNE	B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	24		Met Standard
UNE	B.1.14.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100.00%	19		Met Standard
UNE	B.1.14.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100.00%	116		Met Standard
UNE	B.1.14.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			96.68%	271		Met Standard
UNE	B.1.14.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			99.27%	960		Met Standard
UNE	B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			100.00%	1		Met Standard
UNE	B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99.68%	932		Met Standard
UNE	B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			95.59%	68		Met Standard
UNE	B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	23		Met Standard
UNE	B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			100.00%	53		Met Standard
UNE	B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			99.15%	117		Met Standard
UNE	B.1.14.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			100.00%	36		Met Standard
UNE	B.1.14.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			98.98%	98		Met Standard
UNE	B.1.14.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			100.00%	8,493		Met Standard
UNE	B.1.14.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			100.00%	588		Met Standard
UNE	B.1.14.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100.00%	3,266		Met Standard
UNE	B.1.14.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	317		Met Standard
UNE		***FOC & Reject Response Completeness - Partially Mechanized***								
UNE	B.1.15.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			99.86%	729		Met Standard
UNE	B.1.15.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.91%	5,533		Met Standard
UNE	B.1.15.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	6		Met Standard
UNE	B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	11		Met Standard
UNE	B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	14		Met Standard
UNE	B.1.15.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100.00%	34		Met Standard
UNE	B.1.15.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			97.20%	107		Met Standard
UNE	B.1.15.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			99.57%	234		Met Standard
UNE	B.1.15.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			100.00%	237		Met Standard
UNE	B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			100.00%	1		Met Standard
UNE	B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			100.00%	1,054		Met Standard

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%			100.00%	1		Met Standard
UNE	B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	407		Met Standard
UNE	B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	244		Met Standard
UNE	B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			99.78%	927		Met Standard
UNE	B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.00%	1,457		Met Standard
UNE	B.1.15.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			100.00%	26		Met Standard
UNE	B.1.15.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			100.00%	101		Met Standard
UNE	B.1.15.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99.95%	3,785		Met Standard
UNE	B.1.15.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			100.00%	295		Met Standard
UNE	B.1.15.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.92%	1,205		Met Standard
UNE	B.1.15.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			99.72%	352		Met Standard
UNE		***FOC & Reject Response Completeness - Non-Mechanized***								
UNE	B.1.16.1	O-11	Switch Ports/FL(%)	>= 95%						Cannot Determine
UNE	B.1.16.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			92.16%	51		Failed Standard
UNE	B.1.16.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			91.92%	755		Failed Standard
UNE	B.1.16.4	O-11	Combo Other/FL(%)	>= 95%						Cannot Determine
UNE	B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			99.63%	270		Met Standard
UNE	B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			94.06%	673		Failed Standard
UNE	B.1.16.7	O-11	Line Sharing/FL(%)	>= 95%			91.13%	203		Failed Standard
UNE	B.1.16.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			96.68%	241		Met Standard
UNE	B.1.16.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			94.65%	1,309		Failed Standard
UNE	B.1.16.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100.00%	2		Met Standard
UNE	B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			100.00%	14		Met Standard
UNE	B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			95.54%	112		Met Standard
UNE	B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			96.05%	152		Met Standard
UNE	B.1.16.14	O-11	Other Design/FL(%)	>= 95%			92.28%	648		Failed Standard
UNE	B.1.16.15	O-11	Other Non-Design/FL(%)	>= 95%			95.87%	1,525		Met Standard
UNE	B.1.16.16	O-11	INP Standalone/FL(%)	>= 95%			97.87%	47		Met Standard
UNE	B.1.16.17	O-11	LNP Standalone/FL(%)	>= 95%			99.01%	912		Met Standard
UNE		***FOC & Reject Response Completeness (Multiple Responses) - Mechanized***								
UNE	B.1.17.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			85.75%	2,049		Failed Standard
UNE	B.1.17.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			90.95%	9,339		Failed Standard
UNE	B.1.17.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	67		Met Standard
UNE	B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	185		Met Standard
UNE	B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			95.83%	24		Met Standard
UNE	B.1.17.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			42.11%	19		Failed Standard
UNE	B.1.17.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			87.07%	116		Failed Standard
UNE	B.1.17.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			75.19%	262		Failed Standard
UNE	B.1.17.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			93.60%	953		Failed Standard
UNE	B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			0.00%	1		Failed Standard
UNE	B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			93.43%	929		Failed Standard
UNE	B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	65		Met Standard
UNE	B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	23		Met Standard

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			100.00%	53		Met Standard
UNE	B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.00%	116		Met Standard
UNE	B.1.17.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			50.00%	36		Failed Standard
UNE	B.1.17.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			75.26%	97		Failed Standard
UNE	B.1.17.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			39.59%	8,493		Failed Standard
UNE	B.1.17.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			88.27%	588		Failed Standard
UNE	B.1.17.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100.00%	3,266		Met Standard
UNE	B.1.17.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	317		Met Standard
UNE		***FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized***								
UNE	B.1.18.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			94.37%	728		Failed Standard
UNE	B.1.18.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			93.14%	5,528		Failed Standard
UNE	B.1.18.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	6		Met Standard
UNE	B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	11		Met Standard
UNE	B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	14		Met Standard
UNE	B.1.18.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			76.47%	34		Failed Standard
UNE	B.1.18.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			88.46%	104		Failed Standard
UNE	B.1.18.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			96.14%	233		Met Standard
UNE	B.1.18.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			91.56%	237		Failed Standard
UNE	B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			100.00%	1		Met Standard
UNE	B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			92.69%	1,054		Failed Standard
UNE	B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%			100.00%	1		Met Standard
UNE	B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			97.05%	407		Met Standard
UNE	B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			93.03%	244		Failed Standard
UNE	B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			91.03%	925		Failed Standard
UNE	B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			91.97%	1,457		Failed Standard
UNE	B.1.18.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			96.15%	26		Met Standard
UNE	B.1.18.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			72.28%	101		Failed Standard
UNE	B.1.18.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			96.27%	3,783		Met Standard
UNE	B.1.18.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			95.93%	295		Met Standard
UNE	B.1.18.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			98.59%	1,204		Met Standard
UNE	B.1.18.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			96.58%	351		Met Standard
UNE		***FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized***								
UNE	B.1.19.1	O-11	Switch Ports/FL(%)	>= 95%						Cannot Determine
UNE	B.1.19.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			91.49%	47		Failed Standard
UNE	B.1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			94.52%	694		Failed Standard
UNE	B.1.19.4	O-11	Combo Other/FL(%)	>= 95%						Cannot Determine
UNE	B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			94.80%	269		Failed Standard
UNE	B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			94.00%	633		Failed Standard
UNE	B.1.19.7	O-11	Line Sharing/FL(%)	>= 95%			92.43%	185		Failed Standard
UNE	B.1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			90.99%	233		Failed Standard
UNE	B.1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			91.77%	1,239		Failed Standard
UNE	B.1.19.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100.00%	2		Met Standard
UNE	B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			85.71%	14		Failed Standard
UNE	B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			86.92%	107		Failed Standard
UNE	B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			91.78%	146		Failed Standard

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.19.14	O-11	Other Design/FL(%)	>= 95%			91.64%	598		Failed Standard
UNE	B.1.19.15	O-11	Other Non-Design/FL(%)	>= 95%			94.80%	1,462		Failed Standard
UNE	B.1.19.16	O-11	INP Standalone/FL(%)	>= 95%			95.65%	46		Met Standard
UNE	B.1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			95.24%	903		Met Standard
UNE										
UNE		**Unbundled Network Elements - Provisioning**								
UNE		***Order Completion Interval***								
UNE	B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.40	84,435				Cannot Determine
UNE	B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.83	716,242				Cannot Determine
UNE	B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.72	255				Cannot Determine
UNE	B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	4.48	9				Cannot Determine
UNE	B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	DS1/DS3	17.34	2,083	25.18	17	-1.7631	Failed Standard
UNE	B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	DS1/DS3						Cannot Determine
UNE	B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	DS1/DS3	19.00	1				Cannot Determine
UNE	B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	DS1/DS3						Cannot Determine
UNE	B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	R&B	3.41	85,070	3.23	511	0.8174	Met Standard
UNE	B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0.83	718,272	0.53	7,187	14.4748	Met Standard
UNE	B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	0.33	435,885	0.33	5,872		Failed Standard
UNE	B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	1.60	282,387	1.42	1,315	2.5238	Met Standard
UNE	B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	9.04	273	6.00	13	0.7865	Met Standard
UNE	B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.02	137	0.33	1	0.6345	Met Standard
UNE	B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	0.33	27	0.33	1		Met Standard
UNE	B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(days)	R&B	2.44	110				Cannot Determine
UNE	B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	3.88	87,273	13.28	93	-9.5540	Failed Standard
UNE	B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D - Disp	3.88	87,273				Cannot Determine
UNE	B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D - Disp	9.12	279				Cannot Determine
UNE	B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL(days)	R&B&D - Disp	9.12	279				Cannot Determine
UNE	B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN - BRI	14.13	353	10.66	248	3.2700	Met Standard
UNE	B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.31	696				Cannot Determine
UNE	B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL(days)	ISDN - BRI						Cannot Determine
UNE	B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL(days)	ISDN - BRI	0.33	1				Cannot Determine
UNE	B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL(days)	ISDN - BRI						Cannot Determine
UNE	B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL(days)	ISDN - BRI						Cannot Determine
UNE	B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	4.17	8,956	3.50	4	0.3277	Met Standard
UNE	B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	3.47	6,116	3.36	11	0.3011	Met Standard
UNE	B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	3.67	3				Cannot Determine
UNE	B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail						Cannot Determine
UNE	B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/FL(days)	ADSL to Retail	3.00	1				Cannot Determine
UNE	B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail						Cannot Determine
UNE	B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.41	85,070	5.50	235	-6.1818	Failed Standard
UNE	B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.41	85,070				Cannot Determine
UNE	B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.04	273	6.00	4	0.4432	Met Standard
UNE	B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.04	273				Cannot Determine
UNE	B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.40	84,435	4.14	464	-3.1268	Failed Standard
UNE	B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.60	281,188	2.47	15	-1.2816	Met Standard
UNE	B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.72	255	4.47	5	0.7032	Met Standard
UNE	B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	5.00	8				Cannot Determine
UNE	B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.41	85,070				Cannot Determine
UNE	B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.41	85,070				Cannot Determine
UNE	B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.04	273				Cannot Determine
UNE	B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.04	273				Cannot Determine
UNE	B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.40	84,435				Cannot Determine
UNE	B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.60	281,188				Cannot Determine
UNE	B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.72	255				Cannot Determine
UNE	B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	5.00	8				Cannot Determine
UNE	B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.41	85,070	5.51	182	-5.4693	Failed Standard
UNE	B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.41	85,070				Cannot Determine
UNE	B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.04	273	10.00	1	-0.0701	Met Standard
UNE	B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.04	273				Cannot Determine

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.40	84,435	5.09	269	-5.4143	Failed Standard
UNE	B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.60	281,188	5.51	248	-23.5433	Failed Standard
UNE	B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.72	255	7.85	20	0.2807	Met Standard
UNE	B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	5.00	8	7.39	18	-1.3693	Met Standard
UNE	B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	22.02	2,203	2.17	8	1.3492	Met Standard
UNE	B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	7.20	375				Cannot Determine
UNE	B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	12.72	6				Cannot Determine
UNE	B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	3.50	97				Cannot Determine
UNE	B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	3.41	85,070	3.06	11	0.2266	Met Standard
UNE	B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0.83	718,272	0.75	4	0.0948	Met Standard
UNE	B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL(days)	R&B	9.04	273				Cannot Determine
UNE	B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.02	137	0.33	2	0.8941	Met Standard
UNE	B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.40	84,435				Cannot Determine
UNE	B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.83	716,242	0.33	1	0.2849	Met Standard
UNE	B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.72	255				Cannot Determine
UNE	B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	4.48	9				Cannot Determine
UNE	B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.40	84,435	3.00	2	0.1090	Met Standard
UNE	B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.83	716,242	0.64	4,043	6.7573	Met Standard
UNE	B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.72	255				Cannot Determine
UNE	B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	4.48	9	0.86	5	1.5649	Met Standard
UNE	B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	5.01	9,743	8.81	353	-10.2472	Failed Standard
UNE	B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.63	7,251				Cannot Determine
UNE	B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1	3.50	4				Cannot Determine
UNE	B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	2.00	1				Cannot Determine
UNE	B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	20.08	322	7.34	134	1.7053	Met Standard
UNE	B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	5.23	250				Cannot Determine
UNE	B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	3.17	2				Cannot Determine
UNE	B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	3.50	97				Cannot Determine
UNE		***Order Completion Interval within X days***								
UNE	B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL(days)	14 days						Cannot Determine
UNE	B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL(days)	7 days			4.50	110		Met Standard
UNE		***Held Orders***								
UNE	B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	8.67	338				Cannot Determine
UNE	B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	22.58	26				Cannot Determine
UNE	B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	3.00	2				Cannot Determine
UNE	B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	13.00	2	0.00	0		Met Standard
UNE	B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0		Met Standard
UNE	B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	16.83	6	0.00	0		Met Standard
UNE	B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	0.00	0				Cannot Determine
UNE	B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0.00	0				Cannot Determine
UNE	B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	0.00	0				Cannot Determine
UNE	B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL(days)	R&B	8.61	343	13.00	2	-0.5739	Met Standard
UNE	B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	22.58	26	0.00	0		Met Standard
UNE	B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	3.00	2	0.00	0		Met Standard
UNE	B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL(days)	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL(days)	R&B&D - Disp	8.56	346	0.00	0		Met Standard
UNE	B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D - Disp	24.85	27	0.00	0		Met Standard
UNE	B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	3.00	2				Cannot Determine
UNE	B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0				Cannot Determine
UNE	B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL(days)	R&B&D - Disp	0.00	0				Cannot Determine
UNE	B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL(days)	ADSL to Retail	19.83	178	3.00	1	0.9475	Met Standard
UNE	B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0		Met Standard
UNE	B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL(days)	ADSL to Retail	68.33	3	0.00	0		Met Standard

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL(days)	ISDN - BRI	3.00	1	2.00	2		Met Standard
UNE	B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0	0.00	0		Met Standard
UNE	B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI	0.00	0	0.00	0		Met Standard
UNE	B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL(days)	ISDN - BRI						Cannot Determine
UNE	B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/FL(days)	ISDN - BRI						Cannot Determine
UNE	B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	ISDN - BRI						Cannot Determine
UNE	B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	19.83	178	0.00	0		Met Standard
UNE	B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0		Met Standard
UNE	B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/FL(days)	ADSL to Retail	68.33	3	0.00	0		Met Standard
UNE	B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/FL(days)	R&B - Disp	8.61	343	6.25	4	0.4340	Met Standard
UNE	B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	22.58	26	0.00	0		Met Standard
UNE	B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B - Disp	3.00	2	0.00	0		Met Standard
UNE	B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8.67	338	10.00	1	-0.1223	Met Standard
UNE	B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	22.58	26	0.00	0		Met Standard
UNE	B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	3.00	2	0.00	0		Met Standard
UNE	B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL(days)	R&B - Disp	8.61	343	0.00	0		Met Standard
UNE	B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B - Disp	22.58	26	0.00	0		Met Standard
UNE	B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	3.00	2				Cannot Determine
UNE	B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0				Cannot Determine
UNE	B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0				Cannot Determine
UNE	B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8.67	338	0.00	0		Met Standard
UNE	B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	22.58	26	0.00	0		Met Standard
UNE	B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	3.00	2	0.00	0		Met Standard
UNE	B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL(days)	R&B - Disp	8.61	343	7.50	2	0.1445	Met Standard
UNE	B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B - Disp	22.58	26	0.00	0		Met Standard
UNE	B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	3.00	2	0.00	0		Met Standard
UNE	B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8.67	338	0.00	0		Met Standard
UNE	B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	22.58	26	0.00	0		Met Standard
UNE	B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	3.00	2	0.00	0		Met Standard
UNE	B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/FL(days)	Design	3.67	3	0.00	0		Met Standard
UNE	B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0		Met Standard
UNE	B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/FL(days)	Design	63.50	2	0.00	0		Met Standard
UNE	B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/FL(days)	Design	0.00	0				Cannot Determine
UNE	B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/FL(days)	Design	0.00	0				Cannot Determine
UNE	B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL(days)	Design	0.00	0				Cannot Determine
UNE	B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/FL(days)	R&B	8.61	343	0.00	0		Met Standard
UNE	B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	22.58	26	0.00	0		Met Standard

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	3.00	2	0.00	0		Met Standard
UNE	B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/FL(days)	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	8.67	338	0.00	0		Met Standard
UNE	B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0		Met Standard
UNE	B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	22.58	26	0.00	0		Met Standard
UNE	B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	3.00	2				Cannot Determine
UNE	B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	8.67	338	0.00	0		Met Standard
UNE	B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0		Met Standard
UNE	B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	22.58	26	0.00	0		Met Standard
UNE	B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	3.00	2	0.00	0		Met Standard
UNE	B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0		Met Standard
UNE	B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0	0.00	0		Met Standard
UNE	B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL(days)	Digital Loop < DS1	19.85	183	2.33	3	1.7136	Met Standard
UNE	B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0	0.00	0		Met Standard
UNE	B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/FL(days)	Digital Loop < DS1	68.33	3	0.00	0		Met Standard
UNE	B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL(days)	Digital Loop < DS1	0.00	0				Cannot Determine
UNE	B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0				Cannot Determine
UNE	B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL(days)	Digital Loop < DS1	0.00	0				Cannot Determine
UNE	B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL(days)	Digital Loop >= DS1	4.00	1	0.00	0		Met Standard
UNE	B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0		Met Standard
UNE	B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0		Met Standard
UNE	B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0				Cannot Determine
UNE	B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0				Cannot Determine
UNE	B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0				Cannot Determine
UNE		***% Jeopardies - Mechanized***								
UNE	B.2.5.1	P-2	Switch Ports/FL(%)	R&B (POTS)	0.49%	855,866				Cannot Determine
UNE	B.2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	32.86%	2,267				Cannot Determine
UNE	B.2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.50%	858,795	0.20%	7,676	3.7796	Met Standard
UNE	B.2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	4.57%	101,827	0.00%	1	0.2188	Met Standard
UNE	B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	13.24%	21,534	0.00%	82	3.5307	Met Standard
UNE	B.2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	7.20%	1,084	18.18%	11	-1.4029	Met Standard
UNE	B.2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	13.24%	21,534	0.00%	1	0.3906	Met Standard
UNE	B.2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.50%	858,795	16.41%	262	-36.4521	Failed Standard
UNE	B.2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1.00%	420,200	4.59%	109	-3.7559	Failed Standard
UNE	B.2.5.10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0.50%	858,795				Cannot Determine
UNE	B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.00%	420,200				Cannot Determine
UNE	B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.50%	858,795	11.25%	240	-23.5690	Failed Standard
UNE	B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.00%	420,200	4.95%	1,030	-12.7051	Failed Standard
UNE	B.2.5.14	P-2	Other Design/FL(%)	Design	9.73%	3,597	0.00%	15	1.2689	Met Standard
UNE	B.2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.50%	858,795	8.00%	25	-5.3075	Failed Standard
UNE	B.2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.49%	855,866	0.00%	1	0.0703	Met Standard
UNE	B.2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.49%	855,866	0.00%	3,472	4.1359	Met Standard
UNE	B.2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	13.06%	23,637	2.15%	93	3.1169	Met Standard
UNE	B.2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	7.63%	1,048	71.43%	63	-18.5208	Failed Standard
UNE		***% Jeopardies - Non-Mechanized***								
UNE	B.2.6.1	P-2	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.2.6.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic			0.00%	21		Diagnostic
UNE	B.2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			0.77%	389		Diagnostic
UNE	B.2.6.4	P-2	Combo Other/FL(%)	Diagnostic			28.23%	124		Diagnostic
UNE	B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			4.80%	125		Diagnostic
UNE	B.2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			17.47%	292		Diagnostic
UNE	B.2.6.7	P-2	Line Sharing/FL(%)	Diagnostic			0.00%	10		Diagnostic
UNE	B.2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			11.11%	27		Diagnostic
UNE	B.2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			0.00%	119		Diagnostic
UNE	B.2.6.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0.00%	1		Diagnostic
UNE	B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			0.00%	3		Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.6.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			8.76%	137		Diagnostic
UNE	B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			4.08%	638		Diagnostic
UNE	B.2.6.14	P-2	Other Design/FL(%)	Diagnostic			50.00%	2		Diagnostic
UNE	B.2.6.15	P-2	Other Non-Design/FL(%)	Diagnostic			0.00%	6		Diagnostic
UNE	B.2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic						Diagnostic
UNE	B.2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.00%	623		Diagnostic
UNE	B.2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			13.69%	409		Diagnostic
UNE	B.2.6.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			37.57%	189		Diagnostic
UNE		***Average Jeopardy Notice Interval - Mechanized***								
UNE	B.2.8.1	P-2	Switch Ports/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.2	P-2	Local Interoffice Transport/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			134.40	15		Met Standard
UNE	B.2.8.4	P-2	Combo Other/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			336.00	2		Met Standard
UNE	B.2.8.7	P-2	Line Sharing/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.8	P-2	2W Analog Loop Design/FL(hours)	>= 48 hrs			157.40	43		Met Standard
UNE	B.2.8.9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			134.40	5		Met Standard
UNE	B.2.8.10	P-2	2W Analog Loop w/INP Design/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	>= 48 hrs			178.67	27		Met Standard
UNE	B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			163.29	51		Met Standard
UNE	B.2.8.14	P-2	Other Design/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.15	P-2	Other Non-Design/FL(hours)	>= 48 hrs			576.00	2		Met Standard
UNE	B.2.8.16	P-2	INP (Standalone)/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.17	P-2	LNP (Standalone)/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.18	P-2	Digital Loop < DS1/FL(hours)	>= 48 hrs			336.00	2		Met Standard
UNE	B.2.8.19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			258.67	45		Met Standard
UNE		***Average Jeopardy Notice Interval - Non-Mechanized***								
UNE	B.2.9.1	P-2	Switch Ports/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.2	P-2	Local Interoffice Transport/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.3	P-2	Loop + Port Combinations/FL(hours)	Diagnostic			192.00	3		Diagnostic
UNE	B.2.9.4	P-2	Combo Other/FL(hours)	Diagnostic			418.29	35		Diagnostic
UNE	B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	Diagnostic			176.00	6		Diagnostic
UNE	B.2.9.6	P-2	UNE ISDN/FL(hours)	Diagnostic			272.94	51		Diagnostic
UNE	B.2.9.7	P-2	Line Sharing/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.8	P-2	2W Analog Loop Design/FL(hours)	Diagnostic			104.00	3		Diagnostic
UNE	B.2.9.9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.10	P-2	2W Analog Loop w/INP Design/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	Diagnostic			164.00	12		Diagnostic
UNE	B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic			176.31	26		Diagnostic
UNE	B.2.9.14	P-2	Other Design/FL(hours)	Diagnostic			144.00	1		Diagnostic
UNE	B.2.9.15	P-2	Other Non-Design/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.16	P-2	INP (Standalone)/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.17	P-2	LNP (Standalone)/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.18	P-2	Digital Loop < DS1/FL(hours)	Diagnostic			264.86	56		Diagnostic
UNE	B.2.9.19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			262.65	71		Diagnostic
UNE		***% Jeopardy Notice >= 48 hours - Mechanized***								
UNE	B.2.10.1	P-2	Switch Ports/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			100.00%	15		Met Standard
UNE	B.2.10.4	P-2	Combo Other/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs			100.00%	2		Met Standard
UNE	B.2.10.7	P-2	Line Sharing/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.8	P-2	2W Analog Loop Design/FL(%)	95% >= 48 hrs			100.00%	43		Met Standard
UNE	B.2.10.9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			100.00%	5		Met Standard

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.10.10	P-2	2W Analog Loop w/INP Design/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.12	P-2	2W Analog Loop w/LNP Design/FL(%)	95% >= 48 hrs			100.00%	27		Met Standard
UNE	B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			100.00%	51		Met Standard
UNE	B.2.10.14	P-2	Other Design/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs			100.00%	2		Met Standard
UNE	B.2.10.16	P-2	INP (Standalone)/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.17	P-2	LNP (Standalone)/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.18	P-2	Digital Loop < DS1/FL(%)	95% >= 48 hrs			100.00%	2		Met Standard
UNE	B.2.10.19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			100.00%	45		Met Standard
UNE		***% Jeopardy Notice >= 48 hours - Non-Mechanized***								
UNE	B.2.11.1	P-2	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			100.00%	3		Diagnostic
UNE	B.2.11.4	P-2	Combo Other/FL(%)	Diagnostic			100.00%	35		Diagnostic
UNE	B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			100.00%	6		Diagnostic
UNE	B.2.11.6	P-2	UNE ISDN/FL(%)	Diagnostic			100.00%	51		Diagnostic
UNE	B.2.11.7	P-2	Line Sharing/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			100.00%	3		Diagnostic
UNE	B.2.11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			100.00%	12		Diagnostic
UNE	B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			100.00%	26		Diagnostic
UNE	B.2.11.14	P-2	Other Design/FL(%)	Diagnostic			100.00%	1		Diagnostic
UNE	B.2.11.15	P-2	Other Non-Design/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.16	P-2	INP (Standalone)/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.17	P-2	LNP (Standalone)/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			100.00%	56		Diagnostic
UNE	B.2.11.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			100.00%	71		Diagnostic
UNE		***Coordinated Customers Conversions***								
UNE	B.2.12.1	P-7	Loops with INP/FL(%)	>= 95% w in 15 min			100.00%	1		Met Standard
UNE	B.2.12.2	P-7	Loops with LNP/FL(%)	>= 95% w in 15 min			99.72%	6,469		Met Standard
UNE		***% Hot Cuts > 15 minutes Early***								
UNE	B.2.13.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.00%	721		Met Standard
UNE	B.2.13.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	43		Met Standard
UNE	B.2.13.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	497		Met Standard
UNE	B.2.13.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.34%	293		Met Standard
UNE		***Hot Cut Timeliness***								
UNE	B.2.14.1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			99.45%	721		Met Standard
UNE	B.2.14.2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			100.00%	43		Met Standard
UNE	B.2.14.3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100.00%	497		Met Standard
UNE	B.2.14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			99.66%	293		Met Standard
UNE		***% Hot Cuts > 15 minutes Late***								
UNE	B.2.15.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.55%	721		Met Standard
UNE	B.2.15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	43		Met Standard
UNE	B.2.15.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	497		Met Standard
UNE	B.2.15.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	293		Met Standard
UNE		***Average Recovery Time - CCC***								
UNE	B.2.16.1	P-7B	Loops with INP/FL(minutes)	Diagnostic						Diagnostic
UNE	B.2.16.2	P-7B	Loops with LNP/FL(minutes)	Diagnostic			285.22	20		Diagnostic
UNE		***% Provisioning Troubles within 7 Days - Hot Cuts***								
UNE	B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			1.37%	1,534		Met Standard
UNE	B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/FL(%)	<= 5%						Cannot Determine
UNE	B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/FL(%)	<= 5%			1.10%	2,908		Met Standard
UNE	B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0.43%	3,452		Met Standard

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE		*% Missed Installation Appointments*								
UNE	B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.59%	94,811				Cannot Determine
UNE	B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.05%	756,925				Cannot Determine
UNE	B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.00%	320				Cannot Determine
UNE	B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	13				Cannot Determine
UNE	B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	1.39%	2,159	0.00%	21	0.5414	Met Standard
UNE	B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3						Cannot Determine
UNE	B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3	0.00%	1				Cannot Determine
UNE	B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3						Cannot Determine
UNE	B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	3.60%	95,516	3.72%	779	-0.1856	Met Standard
UNE	B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	0.05%	758,986	0.28%	11,490	-11.1162	Failed Standard
UNE	B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	436,228	0.00%	5,914	0.1157	Met Standard
UNE	B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	0.11%	322,758	0.57%	5,576	-10.1093	Failed Standard
UNE	B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	4.71%	340	26.32%	19	-4.3288	Failed Standard
UNE	B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	145	0.00%	1		Met Standard
UNE	B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	27	0.00%	1		Met Standard
UNE	B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0.00%	118				Cannot Determine
UNE	B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	3.59%	98,105	7.20%	125	-2.1681	Failed Standard
UNE	B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3.59%	98,105				Cannot Determine
UNE	B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	4.61%	347				Cannot Determine
UNE	B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	4.61%	347				Cannot Determine
UNE	B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	6.60%	13,100	1.42%	211	3.0065	Met Standard
UNE	B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.19%	7,536				Cannot Determine
UNE	B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	4				Cannot Determine
UNE	B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail						Cannot Determine
UNE	B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	5.74%	383	4.95%	303	0.4436	Met Standard
UNE	B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	2.15%	698				Cannot Determine
UNE	B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI						Cannot Determine
UNE	B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI						Cannot Determine
UNE	B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	6.60%	13,100	0.00%	7	0.7033	Met Standard
UNE	B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.19%	7,536	0.00%	13	0.1554	Met Standard
UNE	B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	4				Cannot Determine
UNE	B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail						Cannot Determine
UNE	B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.60%	95,516	2.75%	364	0.8702	Met Standard
UNE	B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.60%	95,516				Cannot Determine
UNE	B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	4.71%	340	0.00%	8	0.6213	Met Standard
UNE	B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4.71%	340				Cannot Determine
UNE	B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.59%	94,811	1.98%	759	2.3744	Met Standard
UNE	B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.11%	321,528	0.00%	18	0.1414	Met Standard
UNE	B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.00%	320	0.00%	12	0.7802	Met Standard
UNE	B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	12				Cannot Determine
UNE	B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.60%	95,516	0.00%	1	0.1932	Met Standard
UNE	B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.60%	95,516				Cannot Determine
UNE	B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	4.71%	340				Cannot Determine
UNE	B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4.71%	340				Cannot Determine
UNE	B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.59%	94,811	0.00%	1	0.1928	Met Standard
UNE	B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.11%	321,528	0.00%	1	0.0333	Met Standard
UNE	B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.00%	320	0.00%	2	0.3234	Met Standard
UNE	B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	12				Cannot Determine
UNE	B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.60%	95,516	1.93%	363	1.7051	Met Standard
UNE	B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.60%	95,516				Cannot Determine
UNE	B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	4.71%	340	0.00%	7	0.5820	Met Standard
UNE	B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4.71%	340				Cannot Determine
UNE	B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.59%	94,811	0.68%	733	4.2111	Met Standard
UNE	B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.11%	321,528	0.00%	847	0.9690	Met Standard
UNE	B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.00%	320	2.22%	45	0.8005	Met Standard
UNE	B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	12	0.00%	28		Met Standard
UNE	B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	3.28%	2,589	0.00%	20	0.8208	Met Standard
UNE	B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	2.67%	412				Cannot Determine

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	7				Cannot Determine
UNE	B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	97				Cannot Determine
UNE	B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	3.60%	95,516	0.00%	22	0.9061	Met Standard
UNE	B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	0.05%	758,986	0.00%	5	0.0492	Met Standard
UNE	B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	4.71%	340	0.00%	3	0.3832	Met Standard
UNE	B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	145	0.00%	2		Met Standard
UNE	B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.59%	94,811				Cannot Determine
UNE	B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.05%	756,925	0.00%	1	0.0218	Met Standard
UNE	B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.00%	320				Cannot Determine
UNE	B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	13				Cannot Determine
UNE	B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.59%	94,811	0.00%	6	0.4723	Met Standard
UNE	B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.05%	756,925	0.12%	4,076	-2.2073	Failed Standard
UNE	B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.00%	320				Cannot Determine
UNE	B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	13	0.00%	8		Met Standard
UNE	B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	6.52%	13,997	3.56%	506	2.6540	Met Standard
UNE	B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.33%	8,705				Cannot Determine
UNE	B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	0.00%	4				Cannot Determine
UNE	B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	1				Cannot Determine
UNE	B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.85%	471	9.89%	273	-12.9523	Failed Standard
UNE	B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	273				Cannot Determine
UNE	B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	3				Cannot Determine
UNE	B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	97				Cannot Determine
UNE		***% Provisioning Troubles within 30 Days***								
UNE	B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.15%	95,983				Cannot Determine
UNE	B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.68%	659,326				Cannot Determine
UNE	B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.54%	328				Cannot Determine
UNE	B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	12.50%	16				Cannot Determine
UNE	B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	4.22%	1,945	0.00%	20	0.9335	Met Standard
UNE	B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3						Cannot Determine
UNE	B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3						Cannot Determine
UNE	B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3						Cannot Determine
UNE	B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	5.12%	96,606	4.73%	824	0.5081	Met Standard
UNE	B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	3.68%	660,857	2.19%	15,733	9.7667	Met Standard
UNE	B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	3.73%	365,986	2.35%	7,452	6.2134	Met Standard
UNE	B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	3.61%	294,880	2.05%	8,281	7.5030	Met Standard
UNE	B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	8.10%	358	10.53%	19	-0.3776	Met Standard
UNE	B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	1.01%	199	0.00%	6	0.2432	Met Standard
UNE	B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	2.27%	44				Cannot Determine
UNE	B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0.65%	155	0.00%	6	0.1937	Met Standard
UNE	B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.06%	99,232	9.52%	42	-1.3205	Met Standard
UNE	B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.06%	99,232				Cannot Determine
UNE	B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	7.57%	383				Cannot Determine
UNE	B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	7.57%	383				Cannot Determine
UNE	B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	9.34%	14,673	4.52%	199	2.3185	Met Standard
UNE	B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.52%	7,375				Cannot Determine
UNE	B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	7.69%	13				Cannot Determine
UNE	B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail						Cannot Determine
UNE	B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	4.29%	280	5.86%	222	-0.8627	Met Standard
UNE	B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.95%	317				Cannot Determine
UNE	B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI						Cannot Determine
UNE	B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI						Cannot Determine
UNE	B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	9.34%	14,673	0.00%	22	1.5041	Met Standard
UNE	B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.52%	7,375	5.71%	70	0.8357	Met Standard
UNE	B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	7.69%	13				Cannot Determine
UNE	B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail						Cannot Determine
UNE	B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.12%	96,606	8.64%	324	-2.8662	Failed Standard
UNE	B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.12%	96,606				Cannot Determine
UNE	B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	8.10%	358	0.00%	1	0.2965	Met Standard
UNE	B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	8.10%	358				Cannot Determine

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.15%	95,974	8.25%	679	-3.6322	Failed Standard
UNE	B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.62%	293,945	5.56%	18	-0.4393	Met Standard
UNE	B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8.54%	328	25.00%	4	-1.1713	Met Standard
UNE	B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	7.69%	13	0.00%	1	0.2782	Met Standard
UNE	B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.12%	96,606				Cannot Determine
UNE	B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.12%	96,606				Cannot Determine
UNE	B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	8.10%	358				Cannot Determine
UNE	B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	8.10%	358				Cannot Determine
UNE	B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.15%	95,974	0.00%	1	0.2331	Met Standard
UNE	B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.62%	293,945				Cannot Determine
UNE	B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8.54%	328				Cannot Determine
UNE	B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	7.69%	13				Cannot Determine
UNE	B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.12%	96,606	7.66%	444	-2.4147	Failed Standard
UNE	B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.12%	96,606				Cannot Determine
UNE	B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	8.10%	358	0.00%	10	0.9260	Met Standard
UNE	B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	8.10%	358				Cannot Determine
UNE	B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.15%	95,974	6.85%	861	-2.2433	Failed Standard
UNE	B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.62%	293,945	3.45%	1,363	0.3407	Met Standard
UNE	B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8.54%	328	7.69%	39	0.1784	Met Standard
UNE	B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	7.69%	13	7.69%	26	0.0000	Met Standard
UNE	B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	2.58%	2,635	5.13%	39	-0.9960	Met Standard
UNE	B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	1.10%	362				Cannot Determine
UNE	B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	25	0.00%	1		Met Standard
UNE	B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	39				Cannot Determine
UNE	B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	5.12%	96,606	1.72%	116	1.6601	Met Standard
UNE	B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	3.68%	660,857	0.00%	8	0.5525	Met Standard
UNE	B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	8.10%	358	0.00%	12	1.0117	Met Standard
UNE	B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	1.01%	199				Cannot Determine
UNE	B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.15%	95,983				Cannot Determine
UNE	B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.68%	659,326	0.00%	5	0.4371	Met Standard
UNE	B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.54%	328				Cannot Determine
UNE	B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	12.50%	16				Cannot Determine
UNE	B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.15%	95,983	0.00%	21	1.0681	Met Standard
UNE	B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.68%	659,326	0.00%	2,676	10.0917	Met Standard
UNE	B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.54%	328				Cannot Determine
UNE	B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	12.50%	16	0.00%	14	1.0328	Met Standard
UNE	B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	8.97%	15,423	5.31%	414	2.5711	Met Standard
UNE	B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	7.67%	8,225				Cannot Determine
UNE	B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	7.69%	13				Cannot Determine
UNE	B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	2				Cannot Determine
UNE	B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	1.21%	662	4.40%	409	-4.6457	Failed Standard
UNE	B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.45%	222				Cannot Determine
UNE	B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	19				Cannot Determine
UNE	B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	39				Cannot Determine
UNE		***Average Completion Notice Interval - Mechanized***								
UNE	B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.18	84,213				Cannot Determine
UNE	B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.35	713,726				Cannot Determine
UNE	B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	5.82	245				Cannot Determine
UNE	B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.41	12				Cannot Determine
UNE	B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	88.78	1,720				Cannot Determine
UNE	B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice						Cannot Determine
UNE	B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice						Cannot Determine
UNE	B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice						Cannot Determine
UNE	B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	R&B	3.21	84,801	0.36	640	3.6852	Met Standard
UNE	B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.36	715,672	0.92	10,201	6.3504	Met Standard
UNE	B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B	1.72	416,971	0.85	5,049	7.8850	Met Standard
UNE	B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B	0.85	298,701	0.98	5,152	-1.7438	Failed Standard
UNE	B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	6.05	263	0.90	18	0.6974	Met Standard
UNE	B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	1.48	138				Cannot Determine

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B	0.84	26				Cannot Determine
UNE	B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B	1.63	112				Cannot Determine
UNE	B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp	6.62	86,506				Cannot Determine
UNE	B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	R&B&D - Disp						Cannot Determine
UNE	B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	R&B&D - Disp	6.01	269				Cannot Determine
UNE	B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	R&B&D - Disp						Cannot Determine
UNE	B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	10.79	11,858				Cannot Determine
UNE	B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.36	6,965				Cannot Determine
UNE	B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	18.64	4				Cannot Determine
UNE	B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail						Cannot Determine
UNE	B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ISDN - BRI	46.44	279	9.56	16	1.8620	Met Standard
UNE	B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	4.51	649				Cannot Determine
UNE	B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN - BRI						Cannot Determine
UNE	B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI						Cannot Determine
UNE	B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	10.79	11,858	0.28	3	0.5571	Met Standard
UNE	B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.36	6,965	0.61	6	0.1744	Met Standard
UNE	B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	18.64	4				Cannot Determine
UNE	B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail						Cannot Determine
UNE	B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.21	84,801	30.66	316	-24.9404	Failed Standard
UNE	B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.21	84,801				Cannot Determine
UNE	B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6.05	263	20.11	7	-1.2095	Met Standard
UNE	B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.05	263				Cannot Determine
UNE	B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.18	84,213	0.32	625	3.6684	Met Standard
UNE	B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.83	297,536	0.22	13	0.4046	Met Standard
UNE	B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	5.82	245	0.25	10	0.5633	Met Standard
UNE	B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.59	11				Cannot Determine
UNE	B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.21	84,801				Cannot Determine
UNE	B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.21	84,801				Cannot Determine
UNE	B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6.05	263				Cannot Determine
UNE	B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.05	263				Cannot Determine
UNE	B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.18	84,213				Cannot Determine
UNE	B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.83	297,536				Cannot Determine
UNE	B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	5.82	245				Cannot Determine
UNE	B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.59	11				Cannot Determine
UNE	B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.21	84,801	25.22	321	-20.1608	Failed Standard
UNE	B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.21	84,801				Cannot Determine
UNE	B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6.05	263	103.91	5	-7.1449	Failed Standard
UNE	B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.05	263				Cannot Determine
UNE	B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.18	84,213	0.38	668	3.7146	Met Standard
UNE	B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.83	297,536	0.39	787	2.2451	Met Standard
UNE	B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	5.82	245	0.39	40	1.0402	Met Standard
UNE	B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.59	11	0.36	27	0.8988	Met Standard
UNE	B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	176.19	1,705				Cannot Determine
UNE	B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	31.13	319				Cannot Determine
UNE	B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	4.20	6				Cannot Determine
UNE	B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	5.14	88				Cannot Determine
UNE	B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	3.21	84,801	0.02	1	0.1635	Met Standard
UNE	B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.36	715,672				Cannot Determine
UNE	B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	6.05	263				Cannot Determine
UNE	B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	1.48	138				Cannot Determine
UNE	B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.18	84,213				Cannot Determine
UNE	B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.35	713,726				Cannot Determine
UNE	B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	5.82	245				Cannot Determine
UNE	B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.41	12				Cannot Determine
UNE	B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.18	84,213	0.02	1	0.1626	Met Standard
UNE	B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.35	713,726	0.78	3,503	5.0561	Met Standard
UNE	B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	5.82	245				Cannot Determine
UNE	B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.41	12	0.52	2	0.3875	Met Standard
UNE	B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	14.00	12,499	9.56	16	0.3034	Met Standard
UNE	B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	1.63	8,048				Cannot Determine

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	18.64	4				Cannot Determine
UNE	B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	0.72	1				Cannot Determine
UNE	B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	141.83	162	36.47	75	2.6608	Met Standard
UNE	B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	27.98	219				Cannot Determine
UNE	B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	0.04	2				Cannot Determine
UNE	B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	5.14	88				Cannot Determine
UNE			***Average Completion Notice Interval - Non-Mechanized***							
UNE	B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	Diagnostic			33.63	21		Diagnostic
UNE	B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	Diagnostic			28.39	105		Diagnostic
UNE	B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.35	820		Diagnostic
UNE	B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			17.70	569		Diagnostic
UNE	B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			16.56	251		Diagnostic
UNE	B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			15.23	1		Diagnostic
UNE	B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			38.00	1		Diagnostic
UNE	B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic			38.00	1		Diagnostic
UNE	B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	Diagnostic			38.30	118		Diagnostic
UNE	B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	Diagnostic			46.64	196		Diagnostic
UNE	B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			41.35	267		Diagnostic
UNE	B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	Diagnostic			33.43	4		Diagnostic
UNE	B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.43	7		Diagnostic
UNE	B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			33.40	22		Diagnostic
UNE	B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			24.95	104		Diagnostic
UNE	B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			18.68	5		Diagnostic
UNE	B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			146.75	2		Diagnostic
UNE	B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			17.10	1		Diagnostic
UNE	B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			15.50	1		Diagnostic
UNE	B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			20.68	1		Diagnostic
UNE	B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			17.82	2		Diagnostic
UNE	B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			37.15	18		Diagnostic
UNE	B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			19.38	2		Diagnostic
UNE	B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			23.89	37		Diagnostic
UNE	B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			19.68	26		Diagnostic
UNE	B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			8.40	2		Diagnostic
UNE	B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			15.35	1		Diagnostic
UNE	B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			189.25	19		Diagnostic
UNE	B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			21.83	18		Diagnostic
UNE	B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15.17	5		Diagnostic
UNE	B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			31.28	3		Diagnostic
UNE	B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			46.53	1		Diagnostic
UNE	B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			0.32	3		Diagnostic
UNE	B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			6.31	433		Diagnostic
UNE	B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0.66	5		Diagnostic
UNE	B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			43.78	456		Diagnostic
UNE	B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			91.11	179		Diagnostic
UNE	B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time - Mechanized***								
UNE	B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.80	296		Diagnostic
UNE	B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.76	4,022		Diagnostic
UNE	B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.83	6		Diagnostic
UNE	B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.25	8		Diagnostic
UNE	B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.99	154		Diagnostic
UNE	B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.33	3		Diagnostic
UNE	B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.05	40		Diagnostic
UNE	B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2		Diagnostic
UNE	B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.27	15		Diagnostic
UNE	B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.00	1		Diagnostic
UNE	B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.50	2		Diagnostic
UNE	B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.69	2,290		Diagnostic
UNE	B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.25	8		Diagnostic
UNE	B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6.73	22		Diagnostic
UNE	B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time - Partially Mechanized***								
UNE	B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.45	108		Diagnostic
UNE	B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.51	2,224		Diagnostic
UNE	B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.17	6		Diagnostic
UNE	B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic

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UNE	B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10.14	7		Diagnostic
UNE	B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	2		Diagnostic
UNE	B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.80	5		Diagnostic
UNE	B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.08	53		Diagnostic
UNE	B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	1		Diagnostic
UNE	B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.73	341		Diagnostic
UNE	B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	12		Diagnostic
UNE	B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	2		Diagnostic
UNE	B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.35	153		Diagnostic
UNE	B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.18	238		Diagnostic
UNE	B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.09	223		Diagnostic
UNE	B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.75	16		Diagnostic
UNE	B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.25	16		Diagnostic
UNE	B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.84	526		Diagnostic
UNE	B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1		Diagnostic
UNE	B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.14	7		Diagnostic
UNE	B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.88	8		Diagnostic
UNE	B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE			***Total Service Order Cycle Time - Non-Mechanized***							
UNE	B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			28.15	13		Diagnostic
UNE	B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.72	61		Diagnostic
UNE	B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.31	86		Diagnostic
UNE	B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1		Diagnostic
UNE	B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			10.19	84		Diagnostic
UNE	B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.49	61		Diagnostic
UNE	B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10.99	218		Diagnostic
UNE	B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2		Diagnostic
UNE	B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.47	5		Diagnostic
UNE	B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.82	11		Diagnostic
UNE	B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.30	64		Diagnostic
UNE	B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.33	3		Diagnostic
UNE	B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			10.13	8		Diagnostic
UNE	B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			10.00	1		Diagnostic
UNE	B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.56	18		Diagnostic
UNE	B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	11		Diagnostic
UNE	B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			17.00	1		Diagnostic
UNE	B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.00	1		Diagnostic
UNE	B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.67	3		Diagnostic
UNE	B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	2		Diagnostic
UNE	B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.63	400		Diagnostic
UNE	B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.11	3		Diagnostic
UNE	B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			9.99	276		Diagnostic
UNE	B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.00	83		Diagnostic
UNE	B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE			***Total Service Order Cycle Time (offered) - Mechanized***							
UNE	B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.81	286		Diagnostic
UNE	B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.79	3,460		Diagnostic
UNE	B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.83	6		Diagnostic
UNE	B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.14	7		Diagnostic
UNE	B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.97	150		Diagnostic
UNE	B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.33	3		Diagnostic
UNE	B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	38		Diagnostic
UNE	B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2		Diagnostic
UNE	B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic

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UNE	B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.27	15		Diagnostic
UNE	B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.00	1		Diagnostic
UNE	B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.50	2		Diagnostic
UNE	B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.69	2,290		Diagnostic
UNE	B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.14	7		Diagnostic
UNE	B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6.73	22		Diagnostic
UNE	B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time (offered) - Partially Mechanized***								
UNE	B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.20	101		Diagnostic
UNE	B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.46	1,931		Diagnostic
UNE	B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.17	6		Diagnostic
UNE	B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10.00	6		Diagnostic
UNE	B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	2		Diagnostic
UNE	B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.80	5		Diagnostic
UNE	B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.10	52		Diagnostic
UNE	B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	1		Diagnostic
UNE	B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.67	337		Diagnostic
UNE	B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	12		Diagnostic
UNE	B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	2		Diagnostic
UNE	B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.38	149		Diagnostic
UNE	B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.08	234		Diagnostic
UNE	B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.10	221		Diagnostic
UNE	B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.40	15		Diagnostic
UNE	B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.25	16		Diagnostic
UNE	B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.82	467		Diagnostic
UNE	B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1		Diagnostic
UNE	B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.00	6		Diagnostic
UNE	B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.88	8		Diagnostic
UNE	B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time (offered) - Non-Mechanized***								

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			28.17	12		Diagnostic
UNE	B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			5.07	49		Diagnostic
UNE	B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.07	72		Diagnostic
UNE	B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			10.49	73		Diagnostic
UNE	B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.60	57		Diagnostic
UNE	B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.13	193		Diagnostic
UNE	B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2		Diagnostic
UNE	B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.47	5		Diagnostic
UNE	B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.90	10		Diagnostic
UNE	B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.42	60		Diagnostic
UNE	B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.33	3		Diagnostic
UNE	B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			10.14	7		Diagnostic
UNE	B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			10.00	1		Diagnostic
UNE	B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.65	17		Diagnostic
UNE	B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	11		Diagnostic
UNE	B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			17.00	1		Diagnostic
UNE	B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.00	1		Diagnostic
UNE	B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.67	3		Diagnostic
UNE	B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	2		Diagnostic
UNE	B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.62	365		Diagnostic
UNE	B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			11.00	1		Diagnostic
UNE	B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.06	248		Diagnostic
UNE	B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.91	78		Diagnostic
UNE	B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE			***Disconnect Timeliness***							
UNE	B.2.31	P-13	LNP/FL(%)	>= 95% w in 15 min						Cannot Determine
UNE			***% Completions w/o Notice or < 24 hours***							
UNE	B.2.32.1.1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/FL(%)	Diagnostic			58.82%	17		Diagnostic
UNE	B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/FL(%)	Diagnostic			19.27%	524		Diagnostic
UNE	B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			69.85%	7,188		Diagnostic
UNE	B.2.32.4.1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic			82.80%	93		Diagnostic
UNE	B.2.32.4.2	P-6	Combo Other/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	Diagnostic			72.73%	110		Diagnostic
UNE	B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.6.1	P-6	UNE ISDN/Dispatch/FL(%)	Diagnostic			55.87%	247		Diagnostic
UNE	B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.7.1	P-6	Line Sharing/Dispatch/FL(%)	Diagnostic			100.00%	4		Diagnostic
UNE	B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			100.00%	11		Diagnostic
UNE	B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			8.37%	239		Diagnostic
UNE	B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/FL(%)	Diagnostic			6.61%	469		Diagnostic
UNE	B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic			6.67%	15		Diagnostic
UNE	B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL(%)	Diagnostic			96.17%	183		Diagnostic
UNE	B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/FL(%)	Diagnostic			95.16%	289		Diagnostic
UNE	B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic			97.37%	266		Diagnostic
UNE	B.2.32.14.1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			100.00%	8		Diagnostic
UNE	B.2.32.14.2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.15.1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			100.00%	11		Diagnostic
UNE	B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic			100.00%	6		Diagnostic
UNE	B.2.32.16.1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			100.00%	1		Diagnostic
UNE	B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic			100.00%	2		Diagnostic
UNE	B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			100.00%	4,048		Diagnostic
UNE	B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			61.19%	353		Diagnostic
UNE	B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/FL(%)	Diagnostic			53.73%	134		Diagnostic
UNE	B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE			***% Cooperative Test Attempts for xDSL***							

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% of requests			100.00%	197		Met Standard
UNE	B.2.33.2	P-8	xDSL Other/FL(%)	>= 95% of requests						Cannot Determine
UNE		***Service Order Accuracy***								
UNE	B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	75		Met Standard
UNE	B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	75		Met Standard
UNE	B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	13		Met Standard
UNE	B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%						Cannot Determine
UNE	B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL(%)	>= 95%			97.33%	75		Met Standard
UNE	B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)	>= 95%			98.67%	75		Met Standard
UNE	B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)	>= 95%			98.26%	115		Met Standard
UNE	B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			99.12%	114		Met Standard
UNE										
UNE		**Unbundled Network Elements - Maintenance and Repair**								
UNE		***Missed Repair Appointments***								
UNE	B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL(%)	R&B (POTS)	8.71%	101,916				Cannot Determine
UNE	B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	0.96%	60,305				Cannot Determine
UNE	B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.21%	933	0.00%	2	0.0655	Met Standard
UNE	B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.00%	689	0.00%	10		Met Standard
UNE	B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)	R&B	8.79%	103,527	6.27%	1,930	3.8683	Met Standard
UNE	B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.00%	61,499	0.55%	912	1.3497	Met Standard
UNE	B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	8.72%	104,998	5.56%	18	0.4757	Met Standard
UNE	B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	8.72%	104,998	0.00%	18	1.3111	Met Standard
UNE	B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	46.70%	2,867	2.00%	50	6.2813	Met Standard
UNE	B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.55%	3,696	0.00%	20	0.9733	Met Standard
UNE	B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3.39%	236	2.65%	113	0.3550	Met Standard
UNE	B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.44%	227	6.82%	44	-5.8464	Failed Standard
UNE	B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	46.70%	2,867	18.18%	11	1.8924	Met Standard
UNE	B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.55%	3,696	7.46%	67	-1.1361	Met Standard
UNE	B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	8.79%	103,527	1.93%	983	7.5536	Met Standard
UNE	B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	8.79%	103,527	0.00%	297	5.3407	Met Standard
UNE	B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	8.70%	101,598	12.16%	1,028	-3.9120	Failed Standard
UNE	B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.84%	51,368	4.08%	49	-2.4829	Failed Standard
UNE	B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)	Design	3.70%	2,730	0.00%	15	0.7570	Met Standard
UNE	B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	0.85%	3,652	0.00%	3	0.1602	Met Standard
UNE	B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	8.79%	103,527	2.13%	47	1.6120	Met Standard
UNE	B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.00%	61,499	0.00%	49	0.7015	Met Standard
UNE	B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	8.71%	101,916				Cannot Determine
UNE	B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	0.96%	60,305				Cannot Determine
UNE		***Customer Trouble Report Rate***								
UNE	B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)	R&B (POTS)	1.82%	5,608,302				Cannot Determine
UNE	B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.08%	5,608,302				Cannot Determine
UNE	B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	1.81%	51,504	0.16%	1,287	4.3601	Met Standard
UNE	B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	1.34%	51,504	0.78%	1,287	1.7180	Met Standard
UNE	B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)	R&B	1.74%	5,963,299	1.12%	172,217	19.1083	Met Standard
UNE	B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.03%	5,963,299	0.53%	172,217	20.2131	Met Standard
UNE	B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1.59%	6,594,417	1.35%	1,334	0.7030	Met Standard
UNE	B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	1.59%	6,594,417	1.35%	1,334	0.7030	Met Standard
UNE	B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	1.25%	229,359	0.96%	5,230	1.8803	Met Standard
UNE	B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	1.61%	229,359	0.38%	5,230	6.9233	Met Standard
UNE	B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	0.95%	24,761	1.82%	6,207	-6.2593	Failed Standard
UNE	B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.92%	24,761	0.71%	6,207	1.5296	Met Standard
UNE	B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	1.25%	229,359	0.84%	1,316	1.3399	Met Standard
UNE	B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	1.61%	229,359	5.09%	1,316	-9.9157	Failed Standard
UNE	B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	1.74%	5,963,299	1.27%	77,422	9.7861	Met Standard
UNE	B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	1.74%	5,963,299	0.38%	77,422	28.3773	Met Standard
UNE	B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	1.81%	5,608,302	1.67%	61,420	2.5243	Met Standard
UNE	B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.92%	5,608,302	0.08%	61,420	21.5349	Met Standard

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)	Design	0.31%	892,059	1.16%	1,293	-5.5474	Failed Standard
UNE	B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0.41%	892,059	0.23%	1,293	0.9961	Met Standard
UNE	B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL(%)	R&B	1.74%	5,963,299	7.63%	616	-11.1015	Failed Standard
UNE	B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.03%	5,963,299	7.95%	616	-16.9195	Failed Standard
UNE	B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	1.82%	5,608,302				Cannot Determine
UNE	B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.08%	5,608,302				Cannot Determine
UNE		***Maintenance Average Duration***								
UNE	B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	17.89	101,916				Cannot Determine
UNE	B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL(hours)	R&B (POTS)	5.35	60,305				Cannot Determine
UNE	B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	3.38	933	1.78	2	0.8085	Met Standard
UNE	B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	1.71	689	1.83	10	-0.0526	Met Standard
UNE	B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	17.87	103,527	13.85	1,930	7.3238	Met Standard
UNE	B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	5.31	61,499	3.34	912	4.4005	Met Standard
UNE	B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	17.71	104,998	5.14	18	2.1747	Met Standard
UNE	B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	17.71	104,998	2.83	18	4.8941	Met Standard
UNE	B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	55.59	2,867	4.62	50	1.9888	Met Standard
UNE	B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	4.27	3,696	1.95	20	0.3150	Met Standard
UNE	B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	6.69	236	6.03	113	0.5704	Met Standard
UNE	B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	2.60	227	7.27	44	-7.8156	Failed Standard
UNE	B.3.3.7.1	M&R-3	Line Sharing/Dispatch/FL(hours)	ADSL to Retail	55.59	2,867	15.21	11	0.7440	Met Standard
UNE	B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	4.27	3,696	8.67	67	-1.0893	Met Standard
UNE	B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	17.87	103,527	4.76	983	17.1173	Met Standard
UNE	B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	17.87	103,527	2.53	297	19.6741	Met Standard
UNE	B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	17.88	101,598	14.68	1,028	5.1553	Met Standard
UNE	B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (POTS) excl SB FT	5.53	51,368	6.22	49	-0.4841	Met Standard
UNE	B.3.3.10.1	M&R-3	Other Design/Dispatch/FL(hours)	Design	7.46	2,730	3.83	15	0.9812	Met Standard
UNE	B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/FL(hours)	Design	2.54	3,652	3.11	3	-0.1353	Met Standard
UNE	B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/FL(hours)	R&B	17.87	103,527	11.17	47	2.3239	Met Standard
UNE	B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/FL(hours)	R&B	5.31	61,499	3.94	49	0.9871	Met Standard
UNE	B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	17.89	101,916				Cannot Determine
UNE	B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/FL(hours)	R&B (POTS)	5.35	60,305				Cannot Determine
UNE		***% Repeat Troubles within 30 Days***								
UNE	B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL(%)	R&B (POTS)	16.53%	101,916				Cannot Determine
UNE	B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	13.89%	60,305				Cannot Determine
UNE	B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	20.15%	933	0.00%	2	0.7097	Met Standard
UNE	B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	16.26%	689	20.00%	10	-0.3186	Met Standard
UNE	B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/FL(%)	R&B	16.47%	103,527	12.64%	1,930	4.4908	Met Standard
UNE	B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	13.94%	61,499	12.28%	912	1.4348	Met Standard
UNE	B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL(%)	R&B&D - Disp	16.54%	104,998	11.11%	18	0.6203	Met Standard
UNE	B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	16.54%	104,998	22.22%	18	-0.6483	Met Standard
UNE	B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	16.25%	2,867	12.00%	50	0.8083	Met Standard
UNE	B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	16.23%	3,696	10.00%	20	0.7540	Met Standard
UNE	B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	19.07%	236	9.73%	113	2.0769	Met Standard
UNE	B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	13.66%	227	22.73%	44	-1.6037	Met Standard
UNE	B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL(%)	ADSL to Retail	16.25%	2,867	27.27%	11	-0.9886	Met Standard
UNE	B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	16.23%	3,696	28.36%	67	-2.6672	Failed Standard
UNE	B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	16.47%	103,527	9.87%	983	5.5539	Met Standard
UNE	B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	16.47%	103,527	12.12%	297	2.0173	Met Standard
UNE	B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	16.50%	101,598	10.60%	1,028	5.0669	Met Standard
UNE	B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	13.54%	51,368	16.33%	49	-0.5708	Met Standard
UNE	B.3.4.10.1	M&R-4	Other Design/Dispatch/FL(%)	Design	23.59%	2,730	0.00%	15	2.1461	Met Standard
UNE	B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL(%)	Design	17.52%	3,652	0.00%	3	0.7981	Met Standard
UNE	B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL(%)	R&B	16.47%	103,527	12.77%	47	0.6843	Met Standard
UNE	B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL(%)	R&B	13.94%	61,499	16.33%	49	-0.4825	Met Standard
UNE	B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	16.53%	101,916				Cannot Determine
UNE	B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	13.89%	60,305				Cannot Determine
UNE		***Out of Service > 24 hours***								
UNE	B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL(%)	R&B (POTS)	15.75%	65,198				Cannot Determine

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	4.07%	17,702				Cannot Determine
UNE	B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.21%	933	0.00%	2	0.0655	Met Standard
UNE	B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.00%	689	0.00%	10		Met Standard
UNE	B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL(%)	R&B	15.78%	66,317	9.14%	1,324	6.5648	Met Standard
UNE	B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	4.01%	18,269	1.22%	411	2.8561	Met Standard
UNE	B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL(%)	R&B&D - Disp	15.51%	68,080	5.56%	18	1.1662	Met Standard
UNE	B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	15.51%	68,080	0.00%	18	1.8173	Met Standard
UNE	B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	46.70%	2,867	2.00%	50	6.2813	Met Standard
UNE	B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.55%	3,696	0.00%	20	0.9733	Met Standard
UNE	B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3.39%	236	2.65%	113	0.3550	Met Standard
UNE	B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.44%	227	6.82%	44	-5.8464	Failed Standard
UNE	B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL(%)	ADSL to Retail	46.70%	2,867	0.00%	0		Met Standard
UNE	B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.55%	3,696	0.00%	1	0.2182	Met Standard
UNE	B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	15.78%	66,317	1.93%	983	11.8227	Met Standard
UNE	B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	15.78%	66,317	0.00%	297	7.4436	Met Standard
UNE	B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	15.75%	65,172	17.46%	63	-0.3730	Met Standard
UNE	B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	4.04%	17,634	25.00%	4	-2.1276	Failed Standard
UNE	B.3.5.10.1	M&R-5	Other Design/Dispatch/FL(%)	Design	3.70%	2,730	0.00%	15	0.7570	Met Standard
UNE	B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL(%)	Design	0.85%	3,652	0.00%	3	0.1602	Met Standard
UNE	B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL(%)	R&B	15.78%	66,317	3.45%	29	1.8214	Met Standard
UNE	B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL(%)	R&B	4.01%	18,269	5.26%	19	-0.2777	Met Standard
UNE	B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	15.75%	65,198				Cannot Determine
UNE	B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	4.07%	17,702				Cannot Determine
UNE		**Unbundled Network Elements - Billing**								
UNE		***Invoice Accuracy***								
UNE	B.4.1	B-1	FL(%)	BST - State	98.37%	$503,464,778	98.10%	$9,029,129	64.1797	Failed Standard
UNE		***Mean Time to Deliver Invoices - CRIS***								
UNE	B.4.2	B-2	Region(business days)	BST - Region	4.87	1	4.14	1,493		Met Standard
		Local Interconnection Trunks - Ordering								
		% Rejected Service Requests								
LIT	C.1.1	O-7	Local Interconnection Trunks/FL(%)	Diagnostic			43.82%	178		Diagnostic
LIT		***Reject Interval***								
LIT	C.1.2	O-8	Local Interconnection Trunks/FL(%)	>= 85% w in 4 days			98.72%	77		Met Standard
LIT		***FOC Timeliness***								
LIT	C.1.3	O-9	Local Interconnection Trunks/FL(%)	>= 95% w in 10 days			92.45%	159		Failed Standard
LIT		***FOC & Reject Response Completeness***								
LIT	C.1.4	O-11	Local Interconnection Trunks/FL(%)	>= 95%			98.75%	160		Met Standard
LIT		***FOC & Reject Response Completeness (Multiple Responses)***								
LIT	C.1.5	O-11	Local Interconnection Trunks/FL(%)	>= 95%						Cannot Determine
LIT										
LIT		**Local Interconnection Trunks - Provisioning**								
LIT		***Order Completion Interval***								
LIT	C.2.1	P-4	Local Interconnection Trunks/FL(days)	Parity w Retail	19.70	44	23.17	36	-1.1627	Met Standard
LIT		***Held Orders***								
LIT	C.2.2	P-1	Local Interconnection Trunks/FL(days)	Parity w Retail	0.00	0	0.00	0		Met Standard
LIT		***% Jeopardies***								
LIT	C.2.3	P-2	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	48	0.00%	37		Met Standard
LIT		***Average Jeopardy Notice Interval***								
LIT	C.2.4	P-2	Local Interconnection Trunks/FL(hours)	95% >= 48 hrs						Cannot Determine

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
LIT			***% Missed Installation Appointments***							
LIT	C.2.5	P-3	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	46	0.00%	37		Met Standard
LIT			***% Provisioning Troubles within 30 Days***							
LIT	C.2.6	P-9	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	1,656	0.00%	1,704		Met Standard
LIT			***Average Completion Notice Interval***							
LIT	C.2.7	P-5	Local Interconnection Trunks/FL(hours)	Parity w Retail	88.07	37	16.69	35	1.5629	Met Standard
LIT			***Total Service Order Cycle Time***							
LIT	C.2.8	P-10	Local Interconnection Trunks/FL(days)	Diagnostic			25.26	35		Diagnostic
LIT			***Total Service Order Cycle Time (offered)***							
LIT	C.2.9	P-10	Local Interconnection Trunks/FL(days)	Diagnostic	***development***					Diagnostic
LIT			***% Completions w/o Notice or < 24 hours***							
LIT	C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/FL(%)	Diagnostic			100.00%	36		Diagnostic
LIT	C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
LIT			***Service Order Accuracy***							
LIT	C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	29		Met Standard
LIT	C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	48		Met Standard
LIT	C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	3		Met Standard
LIT	C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	11		Met Standard
LIT			**Local Interconnection Trunks - Maintenance and Repair**							
LIT			***Missed Repair Appointments***							
LIT	C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	3	0.00%	3		Met Standard
LIT	C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	110	0.00%	53		Met Standard
LIT			***Customer Trouble Report Rate***							
LIT	C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	417,580	0.00%	142,560	-1.6857	Failed Standard
LIT	C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.03%	417,580	0.04%	142,560	-2.1763	Failed Standard
LIT			***Maintenance Average Duration***							
LIT	C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/FL(hours)	Parity w Retail	8.28	3	1.89	3	2.0279	Met Standard
LIT	C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL(hours)	Parity w Retail	0.57	110	1.27	53	-2.6987	Failed Standard
LIT			***% Repeat Troubles within 30 Days***							
LIT	C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	3	0.00%	3		Met Standard
LIT	C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	110	7.55%	53		Failed Standard
LIT			***Out of Service > 24 hours***							
LIT	C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	3	0.00%	3		Met Standard
LIT	C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	110	0.00%	53		Met Standard
LIT										
LIT			**Local Interconnection Trunks - Billing**							
LIT			***Invoice Accuracy***							
LIT	C.4.1	B-1	FL(%)	BST - State	98.37%	$503,464,778	99.67%	$8,394,813	-296.1849	Met Standard
LIT			***Mean Time to Deliver Invoices - CABS***							
LIT	C.4.2	B-2	Region(calendar days)	BST - Region	5.34	1	4.85	4,800		Met Standard
			LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING							
			Trunk Group Performance - Aggregate							
LIT	C.5.1	TGP-1	FL	>0.5% dif 2 consec. Hrs			0			Met Standard
			Operations Support Systems - Pre-Ordering							
			% Interface Availability - CLEC							
OSS	D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%			100.00%			Met Standard

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
OSS	D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%			100.00%			Met Standard
OSS	D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.97%			Met Standard
OSS	D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			99.85%			Met Standard
OSS	D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%						Cannot Determine
OSS	D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%			Met Standard
OSS	D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%			99.98%			Met Standard
OSS	D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%			100.00%			Met Standard
OSS			***% Interface Availability - BST & CLEC***							
OSS	D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%			99.99%			Met Standard
OSS	D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			99.99%			Met Standard
OSS	D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			99.98%			Met Standard
OSS	D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			99.99%			Met Standard
OSS	D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			99.99%			Met Standard
OSS	D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			99.99%			Met Standard
OSS	D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%			100.00%			Met Standard
OSS	D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%			100.00%			Met Standard
OSS	D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%			100.00%			Met Standard
OSS	D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%			100.00%			Met Standard
OSS	D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%			100.00%			Met Standard
OSS			***Average Response Interval - CLEC (LENS)*** *(BST Measure Includes Additional 2 Seconds)*							
OSS	D.1.3.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.95	3,160,405	1.19	481,475		Met Standard
OSS	D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.25	8,626	1.19	481,475		Met Standard
OSS	D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.16	9,008,384	1.21	249,243		Met Standard
OSS	D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.16	803,093	1.21	249,243		Met Standard
OSS	D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	3.20	884,595	1.05	91,322		Met Standard
OSS	D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.77	293,270	1.05	91,322		Met Standard
OSS	D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.84	1,686,299	0.69	2,304		Met Standard
OSS	D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.72	326,682	0.69	2,304		Met Standard
OSS	D.1.3.5.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.07	5,392,348	2.28	1,336,181		Met Standard
OSS	D.1.3.5.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.39	580,889	2.28	1,336,181		Met Standard
OSS	D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.66	11,256,738	0.77	55,729		Met Standard
OSS	D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	4.93	704,599	0.77	55,729		Met Standard
OSS	D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.66	11,256,738	0.04	110,374		Met Standard
OSS	D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	4.93	704,599	0.04	110,374		Met Standard
OSS			***Average Response Interval - CLEC (TAG)*** *(BST Measure Includes Additional 2 Seconds)*							
OSS	D.1.4.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.95	3,160,405	1.35	230,416		Met Standard
OSS	D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.25	8,626	1.35	230,416		Met Standard
OSS	D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.16	9,008,384	1.99	52,384		Met Standard
OSS	D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.16	803,093	1.99	52,384		Met Standard
OSS	D.1.4.3.1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic						Diagnostic
OSS	D.1.4.3.2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic						Diagnostic
OSS	D.1.4.4.1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.83	4		Diagnostic
OSS	D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.83	4		Diagnostic
OSS	D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	3.20	884,595	1.99	11,060		Met Standard
OSS	D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.77	293,270	1.99	11,060		Met Standard
OSS	D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.84	1,686,299	1.94	302,940		Met Standard
OSS	D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.72	326,682	1.94	302,940		Met Standard
OSS	D.1.4.7.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.07	5,392,348	2.35	192,574		Met Standard
OSS	D.1.4.7.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.39	580,889	2.35	192,574		Met Standard
OSS	D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	***see D.1.4.7.1***					Cannot Determine
OSS	D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	***see D.1.4.7.2***					Cannot Determine
OSS	D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	***see D.1.4.7.1***					Cannot Determine
OSS	D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	***see D.1.4.7.2***					Cannot Determine
OSS										
OSS			**Operations Support Systems - Maintenance and Repair**							
OSS			***% Interface Availability - BST***							
OSS	D.2.1	OSS-3	TAFI/Region(%)	>= 99.5%	100.00%					Met Standard

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
OSS			*% Interface Availability - CLEC*							
OSS	D.2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%			100.00%			Met Standard
OSS	D.2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%			100.00%			Met Standard
OSS			*% Interface Availability - BST & CLEC*							
OSS	D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			99.99%			Met Standard
OSS	D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			100.00%			Met Standard
OSS	D.2.3.3	OSS-3	LNP/Region(%)	>= 99.5%			99.96%			Met Standard
OSS	D.2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%			99.99%			Met Standard
OSS	D.2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%			100.00%			Met Standard
OSS	D.2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%			99.97%			Met Standard
OSS	D.2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%			99.99%			Met Standard
OSS			*Average Response Interval <= 4 Seconds*							
OSS	D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	93.93%	1,575,671	92.84%	109,063	14.5923	Failed Standard
OSS	D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	2.95%	43,626	4.88%	1,046	-3.6316	Met Standard
OSS	D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	4.05%	32,433	2.61%	48,010	10.1611	Failed Standard
OSS	D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.57%	1,575,618	99.62%	110,423	-2.6438	Met Standard
OSS	D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	95.99%	1,145,030	91.73%	63,667	53.3476	Failed Standard
OSS	D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.61%	115,489	99.18%	5,945	5.2940	Failed Standard
OSS	D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	31.31%	7,125	34.90%	553	-1.7527	Met Standard
OSS	D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	26.31%	4,496	13.92%	79	2.4789	Failed Standard
OSS	D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	17.20%	76,019	24.07%	7,022	-14.5938	Met Standard
OSS	D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.76%	227,763	99.72%	17,969	0.9175	Met Standard
OSS	D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	87.02%	64,162	85.67%	3,775	2.4040	Failed Standard
OSS			*Average Response Interval <= 10 Seconds*							
OSS	D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.82%	1,575,671	99.24%	109,063	-12.2383	Met Standard
OSS	D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	77.65%	43,626	84.99%	1,046	-5.6341	Met Standard
OSS	D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	80.31%	32,433	91.17%	48,010	-38.0036	Met Standard
OSS	D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.77%	1,575,618	99.82%	110,423	-3.6629	Met Standard
OSS	D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	98.59%	1,145,030	95.17%	63,667	71.1949	Failed Standard
OSS	D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.88%	115,489	99.83%	5,945	1.1525	Met Standard
OSS	D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	31.31%	7,125	34.90%	553	-1.7527	Met Standard
OSS	D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	96.71%	4,496	94.94%	79	0.8748	Met Standard
OSS	D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	17.20%	76,019	24.07%	7,022	-14.5938	Met Standard
OSS	D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.98%	227,763	99.98%	17,969	-0.6496	Met Standard
OSS	D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.52%	64,162	99.60%	3,775	-0.7020	Met Standard
OSS			*Average Response Interval > 10 Seconds*							
OSS	D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.18%	1,575,671	0.76%	109,063	12.2383	Met Standard
OSS	D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	22.35%	43,626	15.01%	1,046	5.6341	Met Standard
OSS	D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	19.69%	32,433	8.83%	48,010	38.0036	Met Standard
OSS	D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.23%	1,575,618	0.18%	110,423	3.6629	Met Standard
OSS	D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	1.41%	1,145,030	4.83%	63,667	-71.1949	Failed Standard
OSS	D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.12%	115,489	0.17%	5,945	-1.1525	Met Standard
OSS	D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	68.69%	7,125	65.10%	553	1.7527	Met Standard
OSS	D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.29%	4,496	5.06%	79	-0.8748	Met Standard
OSS	D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	82.80%	76,019	75.93%	7,022	14.5938	Met Standard
OSS	D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.02%	227,763	0.02%	17,969	0.6496	Met Standard
OSS	D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.48%	64,162	0.40%	3,775	0.7020	Met Standard
			Collocation - Collocation							
			Average Response Time							
Colo	E.1.1.1	C-1	Virtual/FL(calendar days)	<= 15 days			8	8		Met Standard
Colo	E.1.1.2	C-1	Physical Caged/FL(calendar days)	<= 15 days			6	38		Met Standard
Colo	E.1.1.3	C-1	Physical Cageless/FL(calendar days)	<= 15 days			6	15		Met Standard
Colo			*Average Arrangement Time*							
Colo	E.1.2.1	C-2	Virtual/FL(calendar days)	<= 60 days						Cannot Determine

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Colo	E.1.2.2	C-2	Virtual-Augments/FL(calendar days)	<= 45 days			11	2		Met Standard
Colo	E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL(calendar days)	<= 60 days			43	1		Met Standard
Colo	E.1.2.4	C-2	Physical Caged-Ordinary/FL(calendar days)	<= 90 days						Cannot Determine
Colo	E.1.2.5	C-2	Physical Caged-Augments/FL(calendar days)	<= 45 days			8	13		Met Standard
Colo	E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL(calendar days)	<= 90 days						Cannot Determine
Colo	E.1.2.7	C-2	Physical Cageless-Ordinary/FL(calendar days)	<= 90 days			70	1		Met Standard
Colo	E.1.2.8	C-2	Physical Cageless-Augments/FL(calendar days)	<= 45 days			4	22		Met Standard
Colo	E.1.2.9	C-2	Physical Cageless-Augments Additional Space Required/FL(calendar days)	<= 90 days						Cannot Determine
Colo		***% Due Dates Missed***								
Colo	E.1.3.1	C-3	Virtual/FL(%)	< 10% missed			0.00%	3		Met Standard
Colo	E.1.3.2	C-3	Physical/FL(%)	< 10% missed			0.00%	36		Met Standard
		General - Flow Through								
		% Flow Through Service Requests								
General	F.1.1.1	O-3	Summary/Region(%)	Diagnostic			87.26%	327,495		Diagnostic
General	F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			87.26%	327,495		Diagnostic
General	F.1.1.3	O-3	Residence/Region(%)	>= 95%			88.56%	212,656		Failed Standard
General	F.1.1.4	O-3	Business/Region(%)	>= 90%			74.56%	6,848		Failed Standard
General	F.1.1.5	O-3	UNE/Region(%)	>= 85%			85.50%	107,991		Met Standard
General		***% Flow Through Service Requests - Achieved***								
General	F.1.2.1	O-3	Summary/Region(%)	Diagnostic			78.28%	365,034		Diagnostic
General	F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			78.28%	365,034		Diagnostic
General	F.1.2.3	O-3	Residence/Region(%)	Diagnostic			80.82%	233,001		Diagnostic
General	F.1.2.4	O-3	Business/Region(%)	Diagnostic			54.31%	9,401		Diagnostic
General	F.1.2.5	O-3	UNE/Region(%)	Diagnostic			75.30%	122,632		Diagnostic
General		***% Flow Through Service Requests - LNP***								
General	F.1.3.1	O-3	Summary/Region(%)	>= 85%			92.81%	9,952		Met Standard
General	F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			92.81%	9,952		Met Standard
General	F.1.3.3	O-3	Residence/Region(%)	Diagnostic						Diagnostic
General	F.1.3.4	O-3	Business/Region(%)	Diagnostic						Diagnostic
General										
General		**General - Pre-Ordering**								
General		***Loop Makeup Inquiry (Manual)***								
General	F.2.1	PO-1	Loops/FL(%)	>= 95% w in 3 bus days			100.00%	6		Met Standard
General		***Loop Makeup Inquiry (Electronic)***								
General	F.2.2	PO-2	Loops/FL(%)	>= 95% w in 1 min			93.08%	1,401		Failed Standard
General										
General		**General - Ordering**								
General		***Service Inquiry with Firm Order***								
General	F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 5 bus days			100.00%	76		Met Standard
General	F.3.1.2	O-10	Local Interoffice Transport/FL(%)	>= 95% w in 5 bus days			100.00%	5		Met Standard
General										
General		**General - Ordering**								
General		***Average Speed of Answer***								
General	F.4.1	O-12	Region(seconds)	Parity w Retail	221.26	7,043,987	24.06	37,148		Met Standard
General										
General		**General - Maintenance Center**								
General		***Average Answer Time***								
General	F.5.1	M&R-6	Region(seconds)	Parity w Retail	33.50	2,126,673	25.43	84,124		Met Standard
General										
General		**General - Operator Services (Toll)**								

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
General		***Average Speed to Answer***								
General	F.6.1	OS-1	FL(seconds)	PBD			5.31			Cannot Determine
General		***% Answered in 30 seconds***								
General	F.6.2	OS-2	FL(%)	PBD			96.30%			Cannot Determine
General										
General		**General - Directory Assistance**								
General		***Average Speed to Answer***								
General	F.7.1	DA-1	FL(seconds)	PBD			5.89			Cannot Determine
General		***% Answered in 20 seconds***								
General	F.7.2	DA-2	FL(%)	PBD			93.70%			Cannot Determine
General										
General		**General - E911**								
General		***Mean Interval***								
General	F.8.1	E-3	FL(hours)	PBD			1.98	1,221		Cannot Determine
General		***% Accuracy***								
General	F.8.2	E-2	FL(%)	PBD			96.93%	678,463		Cannot Determine
General		***% Timeliness***								
General	F.8.3	E-1	FL(%)	PBD			100.00%	1,221		Cannot Determine
General										
General		**General - Billing**								
General		***Usage Data Delivery Accuracy***								
General	F.9.1	B-3	Region(%)	Parity w Retail	99.96%	5,215	100.00%	19,904	-1.2591	Met Standard
General		***Usage Data Delivery Timeliness***								
General	F.9.2	B-5	Region(%)	Parity w Retail	96.95%	30,213	98.30%	325,755,575	-13.6405	Met Standard
General		***Usage Data Delivery Completeness***								
General	F.9.3	B-4	Region(%)	Parity w Retail	98.75%	30,213	99.67%	325,755,575	-14.4648	Met Standard
General		***Mean Time to Deliver Usage***								
General	F.9.4	B-6	Region(days)	Parity w Retail	3.78	30,213	2.76	325,755,575		Met Standard
General		***Recurring Charge Completeness***								
General	F.9.5.1	B-7	Resale/FL(%)	Parity w Retail	85.32%	$20,170,734	97.79%	$1,284,963	-148.3688	Met Standard
General	F.9.5.2	B-7	UNE/FL(%)	>= 90%			96.80%	$602,118		Met Standard
General	F.9.5.3	B-7	Interconnection/FL(%)	>= 90%			98.62%	$12,278		Met Standard
General		***Non-Recurring Charge Completeness***								
General	F.9.6.1	B-8	Resale/FL(%)	Parity w Retail	88.22%	$26,557,499	91.05%	$1,016,266	-29.7311	Met Standard
General	F.9.6.2	B-8	UNE/FL(%)	>= 90%			89.43%	$1,566,982		Failed Standard
General	F.9.6.3	B-8	Interconnection/FL(%)	>= 90%			79.45%	$1,110,104		Failed Standard
General										
General		**General - Change Management**								
General		***% Software Release Notices Sent On Time***								
General	F.10.1	CM-1	FL(%)	>= 98% w in 30 days			50.00%	2		Failed Standard
General		***Average Software Release Notice Delay Days***								
General	F.10.2	CM-2	FL(average)	>= 25 days prior to release			26	1		Met Standard
General		***% Change Management Documentation Sent On Time***								
General	F.10.3	CM-3	FL(%)	>= 98% w in 30 days			100.00%	2		Met Standard
General		***Average Documentation Release Delay Days***								
General	F.10.5	CM-4	FL(average)	>= 25 days prior to release						Cannot Determine
General		***% CLEC Interface Outages Sent within 15 Minutes***								

BellSouth Monthly State Summary, January 2002										
					January (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
General	F.10.6	CM-5	FL(%)	>= 97% w in 15 min			100.00%	20		Met Standard
General										
General		**General - New Business Requests**								
General		***% New Business Requests Processed within 30 Business Days***								
General	F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days						Cannot Determine
General		***% Quotes Provided within X Business Days***								
General	F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days						Cannot Determine
General	F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days						Cannot Determine
General	F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days						Cannot Determine
General										
General		**General - Ordering**								
General		***Acknowledgement Message Timeliness***								
General	F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			100.00%	92,808		Met Standard
General	F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	379,170		Met Standard
General		***Acknowledgement Message Completeness***								
General	F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	92,808		Met Standard
General	F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	379,170		Failed Standard
General										
General		**General - Database Updates**								
General		***Average Database Update Interval***								
General	F.13.1.1	D-1	LIDB/FL(hours)	PBD	3.40	24	3.40	24		Cannot Determine
General	F.13.1.2	D-1	Directory Listings/FL(hours)	PBD	0.08	27	0.08	27		Cannot Determine
General	F.13.1.3	D-1	Directory Assistance/FL(hours)	PBD	4.14	27	3.66	27		Cannot Determine
General		***% Update Accuracy***								
General	F.13.2.1	D-2	LIDB/FL(%)	>= 95%			100.00%	233		Met Standard
General	F.13.2.2	D-2	Directory Listings/FL(%)	>= 95%			100.00%	212		Met Standard
General	F.13.2.3	D-2	Directory Assistance/FL(%)	>= 95%			100.00%	74		Met Standard
General		***% NXXs / LRNs Loaded by LERG Effective Date***								
General	F.13.3	D-3	Region(%)	100%			100.00%	32		Met Standard
General										
General		**General - Network Outage Notification**								
General		***Mean Time to Notify CLEC of Major Network Outages***								
General	F.14.1	M&R-7	Region(minutes)	Parity w Retail	195	4	180	4		Met Standard

BellSouth Monthly State Summary, February 2002

Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
		Resale - Ordering								
		% Rejected Service Requests - Mechanized								
Resale	A.1.1.1	O-7	Residence/FL(%)	Diagnostic			24.07%	72,836		Diagnostic
Resale	A.1.1.2	O-7	Business/FL(%)	Diagnostic			29.77%	3,080		Diagnostic
Resale	A.1.1.3	O-7	Design (Specials)/FL(%)	Diagnostic						Diagnostic
Resale	A.1.1.4	O-7	PBX/FL(%)	Diagnostic						Diagnostic
Resale	A.1.1.5	O-7	Centrex/FL(%)	Diagnostic						Diagnostic
Resale	A.1.1.6	O-7	ISDN/FL(%)	Diagnostic			0.00%	1		Diagnostic
Resale		***% Rejected Service Requests - Partially Mechanized***								
Resale	A.1.2.1	O-7	Residence/FL(%)	Diagnostic			27.30%	21,400		Diagnostic
Resale	A.1.2.2	O-7	Business/FL(%)	Diagnostic			39.49%	1,955		Diagnostic
Resale	A.1.2.3	O-7	Design (Specials)/FL(%)	Diagnostic						Diagnostic
Resale	A.1.2.4	O-7	PBX/FL(%)	Diagnostic						Diagnostic
Resale	A.1.2.5	O-7	Centrex/FL(%)	Diagnostic						Diagnostic
Resale	A.1.2.6	O-7	ISDN/FL(%)	Diagnostic						Diagnostic
Resale		***% Rejected Service Requests - Non-Mechanized***								
Resale	A.1.3.1	O-7	Residence/FL(%)	Diagnostic			38.96%	942		Diagnostic
Resale	A.1.3.2	O-7	Business/FL(%)	Diagnostic			47.59%	933		Diagnostic
Resale	A.1.3.3	O-7	Design (Specials)/FL(%)	Diagnostic			30.25%	119		Diagnostic
Resale	A.1.3.4	O-7	PBX/FL(%)	Diagnostic			55.88%	34		Diagnostic
Resale	A.1.3.5	O-7	Centrex/FL(%)	Diagnostic			50.00%	6		Diagnostic
Resale	A.1.3.6	O-7	ISDN/FL(%)	Diagnostic			51.72%	29		Diagnostic
Resale		***Reject Interval - Mechanized***								
Resale	A.1.4.1	O-8	Residence/FL(%)	>= 97% w in 1 hr			91.11%	17,576		Failed Standard
Resale	A.1.4.2	O-8	Business/FL(%)	>= 97% w in 1 hr			93.48%	920		Failed Standard
Resale	A.1.4.3	O-8	Design (Specials)/FL(%)	>= 97% w in 1 hr						Cannot Determine
Resale	A.1.4.4	O-8	PBX/FL(%)	>= 97% w in 1 hr						Cannot Determine
Resale	A.1.4.5	O-8	Centrex/FL(%)	>= 97% w in 1 hr						Cannot Determine
Resale	A.1.4.6	O-8	ISDN/FL(%)	>= 97% w in 1 hr						Cannot Determine
Resale		***Reject Interval - Partially Mechanized - 10 hours***								
Resale	A.1.7.1	O-8	Residence/FL(%)	>= 85% w in 10 hrs			73.09%	6,001		Failed Standard
Resale	A.1.7.2	O-8	Business/FL(%)	>= 85% w in 10 hrs			94.29%	788		Met Standard
Resale	A.1.7.3	O-8	Design (Specials)/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.7.4	O-8	PBX/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.7.5	O-8	Centrex/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.7.6	O-8	ISDN/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale		***Reject Interval - Non-Mechanized***								
Resale	A.1.8.1	O-8	Residence/FL(%)	>= 85% w in 24 hrs			98.66%	374		Met Standard
Resale	A.1.8.2	O-8	Business/FL(%)	>= 85% w in 24 hrs			98.27%	462		Met Standard
Resale	A.1.8.3	O-8	Design (Specials)/FL(%)	>= 85% w in 24 hrs			92.68%	41		Met Standard
Resale	A.1.8.4	O-8	PBX/FL(%)	>= 85% w in 24 hrs			95.00%	20		Met Standard
Resale	A.1.8.5	O-8	Centrex/FL(%)	>= 85% w in 24 hrs			100.00%	3		Met Standard
Resale	A.1.8.6	O-8	ISDN/FL(%)	>= 85% w in 24 hrs			100.00%	15		Met Standard
Resale		***FOC Timeliness - Mechanized***								
Resale	A.1.9.1	O-9	Residence/FL(%)	>= 95% w in 3 hrs			99.46%	55,692		Met Standard
Resale	A.1.9.2	O-9	Business/FL(%)	>= 95% w in 3 hrs			99.32%	2,207		Met Standard
Resale	A.1.9.3	O-9	Design (Specials)/FL(%)	>= 95% w in 3 hrs						Cannot Determine
Resale	A.1.9.4	O-9	PBX/FL(%)	>= 95% w in 3 hrs						Cannot Determine
Resale	A.1.9.5	O-9	Centrex/FL(%)	>= 95% w in 3 hrs						Cannot Determine
Resale	A.1.9.6	O-9	ISDN/FL(%)	>= 95% w in 3 hrs						Cannot Determine
Resale		***FOC Timeliness - Partially Mechanized - 10 hours***								
Resale	A.1.12.1	O-9	Residence/FL(%)	>= 85% w in 10 hrs			68.78%	16,433		Failed Standard
Resale	A.1.12.2	O-9	Business/FL(%)	>= 85% w in 10 hrs			93.12%	1,337		Met Standard

Resale	A.1.12.3	O-9	Design (Specials)/FL(%)	>= 85% w in 10 hrs			100.00%	1		Met Standard
Resale	A.1.12.4	O-9	PBX/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.12.5	O-9	Centrex/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.12.6	O-9	ISDN/FL(%)	>= 85% w in 10 hrs			100.00%	1		Met Standard
Resale		***FOC Timeliness - Non-Mechanized***								
Resale	A.1.13.1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			98.21%	560		Met Standard
Resale	A.1.13.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			98.65%	443		Met Standard
Resale	A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			98.78%	82		Met Standard
Resale	A.1.13.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			100.00%	9		Met Standard
Resale	A.1.13.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			100.00%	3		Met Standard
Resale	A.1.13.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			92.31%	13		Met Standard
Resale		***FOC & Reject Response Completeness - Mechanized***								
Resale	A.1.14.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	718		Met Standard
Resale	A.1.14.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.99%	72,118		Met Standard
Resale	A.1.14.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	31		Met Standard
Resale	A.1.14.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.97%	3,049		Met Standard
Resale	A.1.14.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.4.1	O-11	PBX/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.4.2	O-11	PBX/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.5.1	O-11	Centrex/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.5.2	O-11	Centrex/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.6.1	O-11	ISDN/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			0.00%	1		Failed Standard
Resale		***FOC & Reject Response Completeness - Partially Mechanized***								
Resale	A.1.15.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	61		Met Standard
Resale	A.1.15.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.98%	21,339		Met Standard
Resale	A.1.15.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	19		Met Standard
Resale	A.1.15.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.69%	1,936		Met Standard
Resale	A.1.15.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.4.1	O-11	PBX/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.4.2	O-11	PBX/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.5.1	O-11	Centrex/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.5.2	O-11	Centrex/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.6.1	O-11	ISDN/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.6.2	O-11	ISDN/TAG/FL(%)	>= 95%						Cannot Determine
Resale		***FOC & Reject Response Completeness - Non-Mechanized***								
Resale	A.1.16.1	O-11	Residence/FL(%)	>= 95%			96.82%	942		Met Standard
Resale	A.1.16.2	O-11	Business/FL(%)	>= 95%			94.75%	933		Failed Standard
Resale	A.1.16.3	O-11	Design (Specials)/FL(%)	>= 95%			94.12%	119		Failed Standard
Resale	A.1.16.4	O-11	PBX/FL(%)	>= 95%			88.24%	34		Failed Standard
Resale	A.1.16.5	O-11	Centrex/FL(%)	>= 95%			100.00%	6		Met Standard
Resale	A.1.16.6	O-11	ISDN/FL(%)	>= 95%			96.55%	29		Met Standard
Resale		***FOC & Reject Response Completeness (Multiple Responses) - Mechanized***								
Resale	A.1.17.1.1	O-11	Residence/EDI/FL(%)	>= 95%			94.43%	718		Failed Standard
Resale	A.1.17.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.13%	72,111		Met Standard
Resale	A.1.17.2.1	O-11	Business/EDI/FL(%)	>= 95%			58.06%	31		Failed Standard
Resale	A.1.17.2.2	O-11	Business/TAG/FL(%)	>= 95%			97.64%	3,048		Met Standard
Resale	A.1.17.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.4.1	O-11	PBX/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.4.2	O-11	PBX/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.5.1	O-11	Centrex/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.5.2	O-11	Centrex/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.6.1	O-11	ISDN/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.6.2	O-11	ISDN/TAG/FL(%)	>= 95%						Cannot Determine
Resale		***FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized***								
Resale	A.1.18.1.1	O-11	Residence/EDI/FL(%)	>= 95%			93.44%	61		Failed Standard
Resale	A.1.18.1.2	O-11	Residence/TAG/FL(%)	>= 95%			93.78%	21,334		Failed Standard
Resale	A.1.18.2.1	O-11	Business/EDI/FL(%)	>= 95%			84.21%	19		Failed Standard
Resale	A.1.18.2.2	O-11	Business/TAG/FL(%)	>= 95%			88.76%	1,930		Failed Standard

Resale	A.1.18.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.4.1	O-11	PBX/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.4.2	O-11	PBX/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.5.1	O-11	Centrex/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.5.2	O-11	Centrex/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.6.1	O-11	ISDN/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.6.2	O-11	ISDN/TAG/FL(%)	>= 95%						Cannot Determine
Resale		***FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized***								
Resale	A.1.19.1	O-11	Residence/FL(%)	>= 95%			90.79%	912		Failed Standard
Resale	A.1.19.2	O-11	Business/FL(%)	>= 95%			90.50%	884		Failed Standard
Resale	A.1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			97.32%	112		Met Standard
Resale	A.1.19.4	O-11	PBX/FL(%)	>= 95%			100.00%	30		Met Standard
Resale	A.1.19.5	O-11	Centrex/FL(%)	>= 95%			100.00%	6		Met Standard
Resale	A.1.19.6	O-11	ISDN/FL(%)	>= 95%			89.29%	28		Failed Standard
Resale										
Resale		**Resale - Provisioning**								
Resale		***Order Completion Interval***								
Resale	A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL((	Res	4.35	35,929	2.99	3,653	20.0741	Met Standard
Resale	A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch	Res	0.86	585,663	0.74	52,661	19.1888	Met Standard
Resale	A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL	Res	4.67	35	4.00	3	0.2815	Met Standard
Resale	A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispat	Res						Cannot Determine
Resale	A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL(da	Bus	2.35	36,669	2.94	300	-2.1942	Failed Standard
Resale	A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/F	Bus	1.39	40,900	0.93	2,656	8.9450	Met Standard
Resale	A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL((	Bus	8.83	208	3.50	2	0.4998	Met Standard
Resale	A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch	Bus	6.67	6				Cannot Determine
Resale	A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispa	Design	19.36	1,295	7.75	4	0.8307	Met Standard
Resale	A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-D	Design	10.11	28	11.38	8	-0.0701	Met Standard
Resale	A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Disp	Design	13.33	4				Cannot Determine
Resale	A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non	Design						Cannot Determine
Resale	A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL(days)	PBX	8.51	73				Cannot Determine
Resale	A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(da	PBX	1.91	208	3.06	16	-0.9075	Met Standard
Resale	A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX	0.67	2	2.00	1	-2.3008	Failed Standard
Resale	A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL((	PBX	2.23	54				Cannot Determine
Resale	A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(day	Centrex	5.98	586	2.50	2	0.6033	Met Standard
Resale	A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL	Centrex	1.22	1,395	2.07	10	-1.8450	Failed Standard
Resale	A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(da	Centrex	6.74	26				Cannot Determine
Resale	A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/F	Centrex	2.69	47	5.00	1	-0.5123	Met Standard
Resale	A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	16.79	854	2.00	2	1.3715	Met Standard
Resale	A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(d	ISDN	2.83	814	3.12	8	-0.1152	Met Standard
Resale	A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days	ISDN	27.94	6				Cannot Determine
Resale	A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(	ISDN	2.85	34	4.50	2	-0.4210	Met Standard
Resale		***Held Orders***								
Resale	A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(da	Res	8.33	240	5.27	15	0.9239	Met Standard
Resale	A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL	Res	0.00	0	0.00	0		Met Standard
Resale	A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(day	Res	16.26	31	1.00	2	0.9248	Met Standard
Resale	A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL(d	Res	0.00	0	0.00	0		Met Standard
Resale	A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/F	Res	0.00	0	0.00	0		Met Standard
Resale	A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL(da	Res	0.00	0	0.00	0		Met Standard
Resale	A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL(day	Bus	8.96	74	18.00	1	-1.1069	Met Standard
Resale	A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/FL(	Bus	0.00	0	0.00	0		Met Standard
Resale	A.2.2.2.1.3	P-1	Business/<10 circuits/Other/FL(days)	Bus	19.20	5	1.00	2	1.3935	Met Standard
Resale	A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(da	Bus	2.00	1	0.00	0		Met Standard
Resale	A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL	Bus	0.00	0	0.00	0		Met Standard
Resale	A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(day	Bus	0.00	0	0.00	0		Met Standard
Resale	A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facilit	Design	0.00	0	0.00	0		Met Standard
Resale	A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equip	Design	0.00	0	0.00	0		Met Standard
Resale	A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other	Design	25.00	1	0.00	0		Met Standard
Resale	A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Faci	Design	0.00	0				Cannot Determine
Resale	A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equi	Design	0.00	0				Cannot Determine
Resale	A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Othe	Design	0.00	0				Cannot Determine
Resale	A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL(days	PBX	0.00	0	0.00	0		Met Standard

Resale	A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL(day	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL(days	Centrex	11.17	6	0.00	0		Met Standard
Resale	A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/FL(d	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/FL(days)	Centrex	14.00	1	0.00	0		Met Standard
Resale	A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/FL(day	Centrex	15.00	1	0.00	0		Met Standard
Resale	A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/FL(	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/FL(days	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(day	ISDN	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN	18.00	1	0.00	0		Met Standard
Resale	A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL(da	ISDN	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL(days)	ISDN	32.00	2	0.00	0		Met Standard
Resale		***% Jeopardies - Mechanized***								
Resale	A.2.4.1	P-2	Residence/FL(%)	Res	0.60%	666,504	0.39%	60,161	6.2704	Met Standard
Resale	A.2.4.2	P-2	Business/FL(%)	Bus	1.44%	80,629	0.74%	3,229	3.2584	Met Standard
Resale	A.2.4.3	P-2	Design (Specials)/FL(%)	Design	8.04%	1,878	0.00%	1	0.2956	Met Standard
Resale	A.2.4.4	P-2	PBX/FL(%)	PBX	2.51%	399	0.00%	7	0.4205	Met Standard
Resale	A.2.4.5	P-2	Centrex/FL(%)	Centrex	3.66%	2,187	0.00%	6	0.4766	Met Standard
Resale	A.2.4.6	P-2	ISDN/FL(%)	ISDN	6.23%	2,008	0.00%	7	0.6805	Met Standard
Resale		***% Jeopardies - Non-Mechanized***								
Resale	A.2.5.1	P-2	Residence/FL(%)	Diagnostic			1.47%	339		Diagnostic
Resale	A.2.5.2	P-2	Business/FL(%)	Diagnostic			1.59%	252		Diagnostic
Resale	A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			10.00%	30		Diagnostic
Resale	A.2.5.4	P-2	PBX/FL(%)	Diagnostic			0.00%	20		Diagnostic
Resale	A.2.5.5	P-2	Centrex/FL(%)	Diagnostic			5.56%	18		Diagnostic
Resale	A.2.5.6	P-2	ISDN/FL(%)	Diagnostic			0.00%	8		Diagnostic
Resale		***Average Jeopardy Notice Interval - Mechanized***								
Resale	A.2.7.1	P-2	Residence/FL(hours)	>= 48 hrs			105.61	235		Met Standard
Resale	A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			122.81	24		Met Standard
Resale	A.2.7.3	P-2	Design (Specials)/FL(hours)	>= 48 hrs						Cannot Determine
Resale	A.2.7.4	P-2	PBX/FL(hours)	>= 48 hrs						Cannot Determine
Resale	A.2.7.5	P-2	Centrex/FL(hours)	>= 48 hrs						Cannot Determine
Resale	A.2.7.6	P-2	ISDN/FL(hours)	>= 48 hrs						Cannot Determine
Resale		***Average Jeopardy Notice Interval - Non-Mechanized***								
Resale	A.2.8.1	P-2	Residence/FL(hours)	Diagnostic			122.00	5		Diagnostic
Resale	A.2.8.2	P-2	Business/FL(hours)	Diagnostic			807.78	4		Diagnostic
Resale	A.2.8.3	P-2	Design (Specials)/FL(hours)	Diagnostic			202.00	3		Diagnostic
Resale	A.2.8.4	P-2	PBX/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.8.5	P-2	Centrex/FL(hours)	Diagnostic			34.00	1		Diagnostic
Resale	A.2.8.6	P-2	ISDN/FL(hours)	Diagnostic						Diagnostic
Resale		***% Jeopardy Notice >= 48 hours - Mechanized***								
Resale	A.2.9.1	P-2	Residence/FL(%)	95% >= 48 hrs			97.53%	162		Met Standard
Resale	A.2.9.2	P-2	Business/FL(%)	95% >= 48 hrs			100.00%	16		Met Standard
Resale	A.2.9.3	P-2	Design (Specials)/FL(%)	95% >= 48 hrs						Cannot Determine
Resale	A.2.9.4	P-2	PBX/FL(%)	95% >= 48 hrs						Cannot Determine
Resale	A.2.9.5	P-2	Centrex/FL(%)	95% >= 48 hrs						Cannot Determine
Resale	A.2.9.6	P-2	ISDN/FL(%)	95% >= 48 hrs						Cannot Determine
Resale		***% Jeopardy Notice >= 48 hours - Non-Mechanized***								
Resale	A.2.10.1	P-2	Residence/FL(%)	Diagnostic			100.00%	3		Diagnostic
Resale	A.2.10.2	P-2	Business/FL(%)	Diagnostic			75.00%	4		Diagnostic
Resale	A.2.10.3	P-2	Design (Specials)/FL(%)	Diagnostic			100.00%	3		Diagnostic
Resale	A.2.10.4	P-2	PBX/FL(%)	Diagnostic						Diagnostic
Resale	A.2.10.5	P-2	Centrex/FL(%)	Diagnostic			0.00%	1		Diagnostic
Resale	A.2.10.6	P-2	ISDN/FL(%)	Diagnostic						Diagnostic
Resale		***% Missed Installation Appointments***								
Resale	A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL(1	Res	4.69%	44,265	2.82%	4,115	5.4406	Met Standard
Resale	A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch	Res	0.07%	617,622	0.39%	55,392	-27.8155	Failed Standard
Resale	A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL	Res	9.09%	44	0.00%	5	0.6701	Met Standard

Resale	A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatc	Res						Cannot Determine
Resale	A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/FL(%	Bus	1.57%	37,783	3.82%	393	-3.5587	Failed Standard
Resale	A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/I	Bus	0.11%	41,426	0.23%	2,980	-1.9021	Failed Standard
Resale	A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL(9	Bus	4.92%	264	0.00%	4	0.4518	Met Standard
Resale	A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch	Bus	0.00%	8				Cannot Determine
Resale	A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispa	Design	3.42%	1,432	0.00%	5	0.4202	Met Standard
Resale	A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-I	Design	6.67%	30	0.00%	25	0.9869	Met Standard
Resale	A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Disp	Design	0.00%	5				Cannot Determine
Resale	A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non	Design						Cannot Determine
Resale	A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/FL(%)	PBX	3.70%	108				Cannot Determine
Resale	A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%	PBX	0.44%	226	3.85%	26	-2.4763	Failed Standard
Resale	A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	2	0.00%	1		Met Standard
Resale	A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(9	PBX	0.00%	54	0.00%	1		Met Standard
Resale	A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	3.77%	637	0.00%	3	0.3419	Met Standard
Resale	A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/F	Centrex	0.07%	1,408	0.00%	22	0.1241	Met Standard
Resale	A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL(%	Centrex	6.45%	31				Cannot Determine
Resale	A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/I	Centrex	0.00%	49	0.00%	1		Met Standard
Resale	A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	1.67%	1,020	0.00%	3	0.2252	Met Standard
Resale	A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(9	ISDN	0.48%	838	7.69%	13	-3.7454	Failed Standard
Resale	A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	6				Cannot Determine
Resale	A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL	ISDN	0.00%	36	0.00%	4		Met Standard
Resale		***% Provisioning Troubles within 30 Days***								
Resale	A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL(9	Res	7.56%	50,671	6.76%	3,923	1.8428	Met Standard
Resale	A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch	Res	3.46%	710,476	4.33%	61,307	-11.3271	Failed Standard
Resale	A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL	Res	11.63%	43	100.00%	1	-2.7253	Failed Standard
Resale	A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatc	Res						Cannot Determine
Resale	A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/FL(%	Bus	2.27%	44,140	4.87%	554	-4.0776	Failed Standard
Resale	A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/I	Bus	4.68%	46,449	4.91%	3,403	-0.6170	Met Standard
Resale	A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL(9	Bus	9.39%	277	16.67%	6	-0.6050	Met Standard
Resale	A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch	Bus	0.00%	13				Cannot Determine
Resale	A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispa	Design	4.02%	1,789	0.00%	8	0.5779	Met Standard
Resale	A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-I	Design	0.00%	37	0.00%	21		Met Standard
Resale	A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Disp	Design	0.00%	4	0.00%	1		Met Standard
Resale	A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non	Design						Cannot Determine
Resale	A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	0.00%	77	0.00%	5		Met Standard
Resale	A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%	PBX	0.78%	256	3.45%	29	-1.5461	Met Standard
Resale	A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	1	0.00%	1		Met Standard
Resale	A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(9	PBX	0.00%	46	0.00%	11		Met Standard
Resale	A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	1.46%	687	0.00%	3	0.2100	Met Standard
Resale	A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/F	Centrex	0.74%	1,217	0.00%	8	0.2433	Met Standard
Resale	A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL(%	Centrex	0.00%	19				Cannot Determine
Resale	A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/I	Centrex	0.00%	86	0.00%	2		Met Standard
Resale	A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	2.02%	741	0.00%	12	0.4939	Met Standard
Resale	A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(9	ISDN	0.62%	963	0.00%	22	0.3672	Met Standard
Resale	A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	3				Cannot Determine
Resale	A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL	ISDN	0.00%	97	0.00%	7		Met Standard
Resale		***Average Completion Notice Interval - Mechanized***								
Resale	A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(I	Res	3.28	40,367	1.11	3,496	7.8579	Met Standard
Resale	A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch	Res	1.38	594,601	0.81	51,785	20.7331	Met Standard
Resale	A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL	Res	2.94	40	0.19	4	0.3443	Met Standard
Resale	A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatc	Res						Cannot Determine
Resale	A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(ho	Bus	2.30	33,929	1.32	263	1.3961	Met Standard
Resale	A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/I	Bus	1.93	38,854	0.79	2,296	4.3890	Met Standard
Resale	A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(I	Bus	4.02	203	0.09	2	0.3053	Met Standard
Resale	A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch	Bus	0.53	6				Cannot Determine
Resale	A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispa	Design	169.11	1,106				Cannot Determine
Resale	A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-I	Design	328.57	24				Cannot Determine
Resale	A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Disp	Design	47.33	3				Cannot Determine
Resale	A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non	Design						Cannot Determine
Resale	A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	59.95	69				Cannot Determine
Resale	A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(ho	PBX	3.43	200	0.55	1	0.1948	Met Standard
Resale	A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours	PBX	0.64	2				Cannot Determine
Resale	A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(I	PBX	2.55	51				Cannot Determine
Resale	A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hou	Centrex	11.03	524				Cannot Determine

Resale	A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/F	Centrex	3.38	1,291				Cannot Determine
Resale	A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(ho	Centrex	9.54	23				Cannot Determine
Resale	A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/I	Centrex	1.28	42				Cannot Determine
Resale	A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours	ISDN	126.74	698				Cannot Determine
Resale	A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(h	ISDN	7.29	762	0.56	3	0.2877	Met Standard
Resale	A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hour	ISDN	1.16	2				Cannot Determine
Resale	A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(	ISDN	2.49	30				Cannot Determine
Resale		***Average Completion Notice Interval - Non-Mechanized***								
Resale	A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(h	Diagnostic			9.72	494		Diagnostic
Resale	A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch	Diagnostic			10.23	1,466		Diagnostic
Resale	A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL	Diagnostic			68.07	1		Diagnostic
Resale	A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispato	Diagnostic						Diagnostic
Resale	A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(ho	Diagnostic			19.23	122		Diagnostic
Resale	A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/I	Diagnostic			16.03	586		Diagnostic
Resale	A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(h	Diagnostic			17.81	2		Diagnostic
Resale	A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch	Diagnostic						Diagnostic
Resale	A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispa	Diagnostic			60.40	5		Diagnostic
Resale	A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-D	Diagnostic			63.03	25		Diagnostic
Resale	A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Disp	Diagnostic						Diagnostic
Resale	A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non	Diagnostic						Diagnostic
Resale	A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(ho	Diagnostic			21.37	25		Diagnostic
Resale	A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours	Diagnostic			35.13	1		Diagnostic
Resale	A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(h	Diagnostic			22.18	1		Diagnostic
Resale	A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hou	Diagnostic			26.07	3		Diagnostic
Resale	A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL	Diagnostic			17.03	22		Diagnostic
Resale	A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(ho	Diagnostic						Diagnostic
Resale	A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/I	Diagnostic			0.92	1		Diagnostic
Resale	A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours	Diagnostic			42.08	3		Diagnostic
Resale	A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(h	Diagnostic			29.38	10		Diagnostic
Resale	A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hour	Diagnostic						Diagnostic
Resale	A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(	Diagnostic			9.82	3		Diagnostic
Resale		***Total Service Order Cycle Time - Mechanized***								
Resale	A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(d	Diagnostic			3.28	2,659		Diagnostic
Resale	A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch	Diagnostic			0.80	37,826		Diagnostic
Resale	A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL	Diagnostic			4.00	3		Diagnostic
Resale	A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispato	Diagnostic						Diagnostic
Resale	A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(da	Diagnostic			2.99	137		Diagnostic
Resale	A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/I	Diagnostic			1.04	1,297		Diagnostic
Resale	A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(d	Diagnostic			4.00	1		Diagnostic
Resale	A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch	Diagnostic						Diagnostic
Resale	A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispa	Diagnostic						Diagnostic
Resale	A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-D	Diagnostic						Diagnostic
Resale	A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Disp	Diagnostic						Diagnostic
Resale	A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non	Diagnostic						Diagnostic
Resale	A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(da	Diagnostic						Diagnostic
Resale	A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(d	Diagnostic						Diagnostic
Resale	A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(day	Diagnostic						Diagnostic
Resale	A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL	Diagnostic						Diagnostic
Resale	A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(da	Diagnostic						Diagnostic
Resale	A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/I	Diagnostic						Diagnostic
Resale	A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(d	Diagnostic						Diagnostic
Resale	A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days	Diagnostic						Diagnostic
Resale	A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(	Diagnostic						Diagnostic
Resale		***Total Service Order Cycle Time - Partially Mechanized***								
Resale	A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(d	Diagnostic			2.96	465		Diagnostic
Resale	A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch	Diagnostic			1.87	12,307		Diagnostic
Resale	A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL	Diagnostic						Diagnostic
Resale	A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispato	Diagnostic						Diagnostic
Resale	A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(da	Diagnostic			3.10	56		Diagnostic
Resale	A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/I	Diagnostic			1.78	755		Diagnostic

Resale	A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(d	Diagnostic			4.00	1		Diagnostic
Resale	A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch	Diagnostic						Diagnostic
Resale	A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispa	Diagnostic						Diagnostic
Resale	A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-D	Diagnostic						Diagnostic
Resale	A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Disp	Diagnostic						Diagnostic
Resale	A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non	Diagnostic						Diagnostic
Resale	A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(da	Diagnostic			4.00	1		Diagnostic
Resale	A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(d	Diagnostic						Diagnostic
Resale	A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(day	Diagnostic						Diagnostic
Resale	A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL	Diagnostic						Diagnostic
Resale	A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(da	Diagnostic						Diagnostic
Resale	A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/F	Diagnostic						Diagnostic
Resale	A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(d	Diagnostic			0.55	3		Diagnostic
Resale	A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days	Diagnostic						Diagnostic
Resale	A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(	Diagnostic						Diagnostic
Resale		***Total Service Order Cycle Time - Non-Mechanized***								
Resale	A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(d	Diagnostic			5.14	74		Diagnostic
Resale	A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch	Diagnostic			3.28	124		Diagnostic
Resale	A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL	Diagnostic						Diagnostic
Resale	A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatc	Diagnostic						Diagnostic
Resale	A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(da	Diagnostic			6.62	37		Diagnostic
Resale	A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/F	Diagnostic			3.47	134		Diagnostic
Resale	A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(d	Diagnostic						Diagnostic
Resale	A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch	Diagnostic						Diagnostic
Resale	A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispa	Diagnostic			7.00	2		Diagnostic
Resale	A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-D	Diagnostic			14.00	5		Diagnostic
Resale	A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Disp	Diagnostic						Diagnostic
Resale	A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non	Diagnostic						Diagnostic
Resale	A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(da	Diagnostic			5.18	11		Diagnostic
Resale	A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(d	Diagnostic						Diagnostic
Resale	A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(day	Diagnostic			5.50	2		Diagnostic
Resale	A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL	Diagnostic			4.71	7		Diagnostic
Resale	A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(da	Diagnostic						Diagnostic
Resale	A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/F	Diagnostic						Diagnostic
Resale	A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	1		Diagnostic
Resale	A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(d	Diagnostic			10.67	3		Diagnostic
Resale	A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days	Diagnostic						Diagnostic
Resale	A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(	Diagnostic			9.00	2		Diagnostic
Resale		***Total Service Order Cycle Time (offered) - Mechanized***								
Resale	A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(d	Diagnostic			3.20	2,487		Diagnostic
Resale	A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch	Diagnostic			0.87	31,223		Diagnostic
Resale	A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL	Diagnostic			4.00	2		Diagnostic
Resale	A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatc	Diagnostic						Diagnostic
Resale	A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(da	Diagnostic			2.99	137		Diagnostic
Resale	A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/F	Diagnostic			1.07	1,232		Diagnostic
Resale	A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(d	Diagnostic			4.00	1		Diagnostic
Resale	A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch	Diagnostic						Diagnostic
Resale	A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispa	Diagnostic						Diagnostic
Resale	A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-D	Diagnostic						Diagnostic
Resale	A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Disp	Diagnostic						Diagnostic
Resale	A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non	Diagnostic						Diagnostic
Resale	A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(da	Diagnostic						Diagnostic
Resale	A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(d	Diagnostic						Diagnostic
Resale	A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(day	Diagnostic						Diagnostic
Resale	A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL	Diagnostic						Diagnostic
Resale	A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(da	Diagnostic						Diagnostic
Resale	A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/F	Diagnostic						Diagnostic

Resale	A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(d	Diagnostic						Diagnostic
Resale	A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days	Diagnostic						Diagnostic
Resale	A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(	Diagnostic						Diagnostic
Resale		***Total Service Order Cycle Time (offered) - Partially Mechanized***								
Resale	A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(d	Diagnostic			2.96	440		Diagnostic
Resale	A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch	Diagnostic			1.80	10,699		Diagnostic
Resale	A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL	Diagnostic						Diagnostic
Resale	A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatc	Diagnostic						Diagnostic
Resale	A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(da	Diagnostic			3.12	54		Diagnostic
Resale	A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/I	Diagnostic			1.78	641		Diagnostic
Resale	A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(d	Diagnostic			4.00	1		Diagnostic
Resale	A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch	Diagnostic						Diagnostic
Resale	A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispa	Diagnostic						Diagnostic
Resale	A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-I	Diagnostic						Diagnostic
Resale	A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Disp	Diagnostic						Diagnostic
Resale	A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non	Diagnostic						Diagnostic
Resale	A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(da	Diagnostic			4.00	1		Diagnostic
Resale	A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(d	Diagnostic						Diagnostic
Resale	A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(day	Diagnostic						Diagnostic
Resale	A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FI	Diagnostic						Diagnostic
Resale	A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(da	Diagnostic						Diagnostic
Resale	A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/I	Diagnostic						Diagnostic
Resale	A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(d	Diagnostic						Diagnostic
Resale	A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days	Diagnostic						Diagnostic
Resale	A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(	Diagnostic						Diagnostic
Resale		***Total Service Order Cycle Time (offered) - Non-Mechanized***								
Resale	A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(d	Diagnostic			5.15	69		Diagnostic
Resale	A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch	Diagnostic			3.26	104		Diagnostic
Resale	A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL	Diagnostic						Diagnostic
Resale	A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatc	Diagnostic						Diagnostic
Resale	A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(da	Diagnostic			6.97	32		Diagnostic
Resale	A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/I	Diagnostic			3.32	104		Diagnostic
Resale	A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(d	Diagnostic						Diagnostic
Resale	A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch	Diagnostic						Diagnostic
Resale	A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispa	Diagnostic			7.00	2		Diagnostic
Resale	A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-I	Diagnostic			13.67	3		Diagnostic
Resale	A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Disp	Diagnostic						Diagnostic
Resale	A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non	Diagnostic						Diagnostic
Resale	A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(da	Diagnostic			5.75	8		Diagnostic
Resale	A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(d	Diagnostic						Diagnostic
Resale	A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(day	Diagnostic			8.00	1		Diagnostic
Resale	A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FI	Diagnostic			4.33	6		Diagnostic
Resale	A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(da	Diagnostic						Diagnostic
Resale	A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/I	Diagnostic						Diagnostic
Resale	A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(d	Diagnostic			10.67	3		Diagnostic
Resale	A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days	Diagnostic						Diagnostic
Resale	A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(	Diagnostic			9.00	2		Diagnostic
Resale		***% Completions w/o Notice or < 24 hours***								
Resale	A.2.24.1.1	P-6	Residence/Dispatch/FL(%)	Diagnostic			12.09%	3,656		Diagnostic
Resale	A.2.24.1.2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			21.01%	52,661		Diagnostic
Resale	A.2.24.2.1	P-6	Business/Dispatch/FL(%)	Diagnostic			7.62%	302		Diagnostic
Resale	A.2.24.2.2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			13.93%	2,656		Diagnostic
Resale	A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			0.00%	4		Diagnostic
Resale	A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL(	Diagnostic			0.00%	8		Diagnostic
Resale	A.2.24.4.1	P-6	PBX/Dispatch/FL(%)	Diagnostic			0.00%	1		Diagnostic
Resale	A.2.24.4.2	P-6	PBX/Non-Dispatch/FL(%)	Diagnostic			0.00%	16		Diagnostic
Resale	A.2.24.5.1	P-6	Centrex/Dispatch/FL(%)	Diagnostic			0.00%	2		Diagnostic

Resale	A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			0.00%	11		Diagnostic
Resale	A.2.24.6.1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			0.00%	2		Diagnostic
Resale	A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			0.00%	10		Diagnostic
Resale		***Service Order Accuracy***								
Resale	A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL(%	>= 95%			95.33%	150		Met Standard
Resale	A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch	>= 95%			98.67%	150		Met Standard
Resale	A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL	>= 95%			100.00%	6		Met Standard
Resale	A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatc	>= 95%						Cannot Determine
Resale	A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/FL(%	>= 95%			94.19%	155		Failed Standard
Resale	A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/I	>= 95%			96.00%	200		Met Standard
Resale	A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL(%	>= 95%			100.00%	11		Met Standard
Resale	A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch	>= 95%			93.75%	16		Failed Standard
Resale	A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispa	>= 95%			90.00%	60		Failed Standard
Resale	A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-D	>= 95%			96.75%	123		Met Standard
Resale	A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Disp	>= 95%			100.00%	2		Met Standard
Resale	A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non	>= 95%			82.35%	17		Failed Standard
Resale										
Resale		**Resale - Maintenance and Repair**								
Resale		***Missed Repair Appointments***								
Resale	A.3.1.1.1	M&R-1	Residence/Dispatch/FL(%)	Res	8.19%	71,675	4.72%	3,838	7.6412	Met Standard
Resale	A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	0.89%	42,234	0.97%	2,279	-0.3961	Met Standard
Resale	A.3.1.2.1	M&R-1	Business/Dispatch/FL(%)	Bus	7.96%	13,788	5.86%	631	1.8994	Met Standard
Resale	A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL(%)	Bus	1.91%	8,669	0.30%	335	2.1181	Met Standard
Resale	A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	5.71%	1,278	0.00%	24	1.1946	Met Standard
Resale	A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(	Design	1.98%	1,461	0.00%	22	0.6625	Met Standard
Resale	A.3.1.4.1	M&R-1	PBX/Dispatch/FL(%)	PBX	12.02%	258	14.29%	14	-0.2544	Met Standard
Resale	A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL(%)	PBX	8.81%	159	0.00%	8	0.8576	Met Standard
Resale	A.3.1.5.1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	16.04%	1,172	14.29%	7	0.1262	Met Standard
Resale	A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	4.80%	833	0.00%	7	0.5917	Met Standard
Resale	A.3.1.6.1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	4.76%	273	0.00%	1	0.2232	Met Standard
Resale	A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	0.48%	416	0.00%	5	0.1545	Met Standard
Resale		***Customer Trouble Report Rate***								
Resale	A.3.2.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	1.64%	4,382,084	2.02%	190,036	-12.8134	Failed Standard
Resale	A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL(%)	Res	0.96%	4,382,084	1.20%	190,036	-10.2358	Failed Standard
Resale	A.3.2.2.1	M&R-2	Business/Dispatch/FL(%)	Bus	1.16%	1,185,824	9.32%	6,772	-62.0594	Failed Standard
Resale	A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL(%)	Bus	0.73%	1,185,824	4.95%	6,772	-40.4600	Failed Standard
Resale	A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	0.64%	199,597	0.86%	2,796	-1.4311	Met Standard
Resale	A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL(	Design	0.73%	199,597	0.79%	2,796	-0.3367	Met Standard
Resale	A.3.2.4.1	M&R-2	PBX/Dispatch/FL(%)	PBX	0.14%	183,103	0.17%	8,370	-0.6283	Met Standard
Resale	A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0.09%	183,103	0.10%	8,370	-0.2654	Met Standard
Resale	A.3.2.5.1	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0.50%	233,123	0.37%	1,892	0.8112	Met Standard
Resale	A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.36%	233,123	0.37%	1,892	-0.0917	Met Standard
Resale	A.3.2.6.1	M&R-2	ISDN/Dispatch/FL(%)	ISDN	0.07%	372,993	0.02%	4,583	1.2777	Met Standard
Resale	A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	0.11%	372,993	0.11%	4,583	0.0490	Met Standard
Resale		***Maintenance Average Duration***								
Resale	A.3.3.1.1	M&R-3	Residence/Dispatch/FL(hours)	Res	17.30	71,675	15.17	3,838	5.6678	Met Standard
Resale	A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL(hours)	Res	5.55	42,234	4.15	2,279	5.1292	Met Standard
Resale	A.3.3.2.1	M&R-3	Business/Dispatch/FL(hours)	Bus	13.18	13,788	11.64	631	1.7702	Met Standard
Resale	A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL(hours)	Bus	4.08	8,669	3.76	335	0.3377	Met Standard
Resale	A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL(hours	Design	23.89	1,278	3.63	24	0.6096	Met Standard
Resale	A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL(	Design	4.77	1,461	2.03	22	0.2511	Met Standard
Resale	A.3.3.4.1	M&R-3	PBX/Dispatch/FL(hours)	PBX	17.46	258	10.35	14	0.7311	Met Standard
Resale	A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL(hours)	PBX	8.63	159	1.73	8	0.6595	Met Standard
Resale	A.3.3.5.1	M&R-3	Centrex/Dispatch/FL(hours)	Centrex	15.81	1,172	14.87	7	0.1068	Met Standard
Resale	A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL(hours)	Centrex	4.33	833	1.84	7	0.6386	Met Standard
Resale	A.3.3.6.1	M&R-3	ISDN/Dispatch/FL(hours)	ISDN	6.27	273	7.20	1	-0.0847	Met Standard
Resale	A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL(hours)	ISDN	2.34	416	2.02	5	0.2080	Met Standard
Resale		***% Repeat Troubles within 30 Days***								
Resale	A.3.4.1.1	M&R-4	Residence/Dispatch/FL(%)	Res	15.72%	71,675	12.53%	3,838	5.2784	Met Standard
Resale	A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL(%)	Res	14.44%	42,234	14.17%	2,279	0.3484	Met Standard
Resale	A.3.4.2.1	M&R-4	Business/Dispatch/FL(%)	Bus	14.01%	13,788	14.58%	631	-0.4018	Met Standard
Resale	A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL(%)	Bus	14.14%	8,669	10.15%	335	2.0580	Met Standard

Resale	A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL(%)	Design	19.64%	1,278	16.67%	24	0.3633	Met Standard
Resale	A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL(	Design	19.44%	1,461	13.64%	22	0.6826	Met Standard
Resale	A.3.4.4.1	M&R-4	PBX/Dispatch/FL(%)	PBX	17.44%	258	14.29%	14	0.3031	Met Standard
Resale	A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL(%)	PBX	11.95%	159	37.50%	8	-2.1739	Failed Standard
Resale	A.3.4.5.1	M&R-4	Centrex/Dispatch/FL(%)	Centrex	11.18%	1,172	0.00%	7	0.9358	Met Standard
Resale	A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL(%)	Centrex	12.48%	833	14.29%	7	-0.1435	Met Standard
Resale	A.3.4.6.1	M&R-4	ISDN/Dispatch/FL(%)	ISDN	15.02%	273	100.00%	1	-2.3744	Failed Standard
Resale	A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL(%)	ISDN	11.06%	416	0.00%	5	0.7837	Met Standard
Resale		***Out of Service > 24 hours***								
Resale	A.3.5.1.1	M&R-5	Residence/Dispatch/FL(%)	Res	13.28%	45,992	10.42%	2,832	4.3527	Met Standard
Resale	A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL(%)	Res	5.09%	9,933	3.21%	686	2.1741	Met Standard
Resale	A.3.5.2.1	M&R-5	Business/Dispatch/FL(%)	Bus	9.39%	8,614	9.43%	488	-0.0254	Met Standard
Resale	A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL(%)	Bus	1.69%	3,317	6.17%	162	-4.3261	Failed Standard
Resale	A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL(%)	Design	5.71%	1,278	0.00%	24	1.1946	Met Standard
Resale	A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL(	Design	1.98%	1,461	0.00%	22	0.6625	Met Standard
Resale	A.3.5.4.1	M&R-5	PBX/Dispatch/FL(%)	PBX	12.95%	193	18.18%	11	-0.5023	Met Standard
Resale	A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL(%)	PBX	12.22%	90	0.00%	7	0.9510	Met Standard
Resale	A.3.5.5.1	M&R-5	Centrex/Dispatch/FL(%)	Centrex	15.16%	818	0.00%	6	1.0316	Met Standard
Resale	A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL(%)	Centrex	4.46%	314	0.00%	4	0.4293	Met Standard
Resale	A.3.5.6.1	M&R-5	ISDN/Dispatch/FL(%)	ISDN	4.76%	273	0.00%	1	0.2232	Met Standard
Resale	A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL(%)	ISDN	0.48%	416	0.00%	5	0.1545	Met Standard
Resale										
Resale		**Resale - Billing**								
Resale		***Invoice Accuracy***								
Resale	A.4.1	B-1	FL(%)	BST - State	97.86%	$528,602,166	99.92%	$14,334,476	-530.7510	Met Standard
Resale		***Mean Time to Deliver Invoices - CRIS***								
Resale	A.4.2	B-2	Region(business days)	BST - Region	3.64	1	3.43	1,904		Met Standard
		Unbundled Network Elements - Ordering								
		% Rejected Service Requests - Mechanized								
UNE	B.1.1.1	O-7	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			15.57%	12,367		Diagnostic
UNE	B.1.1.4	O-7	Combo Other/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%	Diagnostic			27.81%	453		Diagnostic
UNE	B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			0.00%	18		Diagnostic
UNE	B.1.1.7	O-7	Line Sharing/FL(%)	Diagnostic			21.11%	180		Diagnostic
UNE	B.1.1.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			12.11%	1,429		Diagnostic
UNE	B.1.1.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			8.59%	559		Diagnostic
UNE	B.1.1.10	O-7	2W Analog Loop w/INP Design/FL(%	Diagnostic						Diagnostic
UNE	B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.1.1.12	O-13	2W Analog Loop w/LNP Design/FL(%	Diagnostic			27.84%	97		Diagnostic
UNE	B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design	Diagnostic			80.95%	147		Diagnostic
UNE	B.1.1.14	O-7	Other Design/FL(%)	Diagnostic			33.67%	199		Diagnostic
UNE	B.1.1.15	O-7	Other Non-Design/FL(%)	Diagnostic			61.49%	10,007		Diagnostic
UNE	B.1.1.16	O-7	INP Standalone/FL(%)	Diagnostic			100.00%	1		Diagnostic
UNE	B.1.1.17	O-13	LNP Standalone/FL(%)	Diagnostic			9.93%	4,301		Diagnostic
UNE		***% Rejected Service Requests - Partially Mechanized***								
UNE	B.1.2.1	O-7	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			27.24%	6,884		Diagnostic
UNE	B.1.2.4	O-7	Combo Other/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%	Diagnostic			0.00%	16		Diagnostic
UNE	B.1.2.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			17.54%	57		Diagnostic
UNE	B.1.2.7	O-7	Line Sharing/FL(%)	Diagnostic			36.99%	219		Diagnostic
UNE	B.1.2.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			24.66%	596		Diagnostic
UNE	B.1.2.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			15.26%	957		Diagnostic
UNE	B.1.2.10	O-7	2W Analog Loop w/INP Design/FL(%	Diagnostic						Diagnostic
UNE	B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.1.2.12	O-13	2W Analog Loop w/LNP Design/FL(%	Diagnostic			41.33%	646		Diagnostic
UNE	B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design	Diagnostic			26.08%	2,013		Diagnostic
UNE	B.1.2.14	O-7	Other Design/FL(%)	Diagnostic			52.01%	298		Diagnostic
UNE	B.1.2.15	O-7	Other Non-Design/FL(%)	Diagnostic			50.77%	5,942		Diagnostic

UNE	B.1.2.16	O-7	INP Standalone/FL(%)	Diagnostic			0.00%	1		Diagnostic
UNE	B.1.2.17	O-13	LNP Standalone/FL(%)	Diagnostic			44.93%	1,834		Diagnostic
UNE		***% Rejected Service Requests - Non-Mechanized***								
UNE	B.1.3.1	O-7	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.1.3.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			60.68%	117		Diagnostic
UNE	B.1.3.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			53.09%	921		Diagnostic
UNE	B.1.3.4	O-7	Combo Other/FL(%)	Diagnostic						Diagnostic
UNE	B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%	Diagnostic			37.56%	213		Diagnostic
UNE	B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			20.18%	560		Diagnostic
UNE	B.1.3.7	O-7	Line Sharing/FL(%)	Diagnostic			30.00%	140		Diagnostic
UNE	B.1.3.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			36.88%	141		Diagnostic
UNE	B.1.3.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			30.35%	1,051		Diagnostic
UNE	B.1.3.10	O-7	2W Analog Loop w/INP Design/FL(%	Diagnostic			0.00%	1		Diagnostic
UNE	B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/	Diagnostic			25.00%	4		Diagnostic
UNE	B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL(%	Diagnostic			33.33%	42		Diagnostic
UNE	B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design	Diagnostic			39.24%	79		Diagnostic
UNE	B.1.3.14	O-7	Other Design/FL(%)	Diagnostic			32.27%	657		Diagnostic
UNE	B.1.3.15	O-7	Other Non-Design/FL(%)	Diagnostic			40.53%	1,320		Diagnostic
UNE	B.1.3.16	O-7	INP Standalone/FL(%)	Diagnostic			34.78%	46		Diagnostic
UNE	B.1.3.17	O-13	LNP Standalone/FL(%)	Diagnostic			36.31%	840		Diagnostic
UNE		***Reject Interval - Mechanized***								
UNE	B.1.4.1	O-8	Switch Ports/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.2	O-8	Local Interoffice Transport/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.3	O-8	Loop + Port Combinations/FL(%)	>= 97% w in 1 hr			87.53%	1,941		Failed Standard
UNE	B.1.4.4	O-8	Combo Other/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%	>= 97% w in 1 hr			98.41%	126		Met Standard
UNE	B.1.4.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.7	O-8	Line Sharing/FL(%)	>= 97% w in 1 hr			60.98%	41		Failed Standard
UNE	B.1.4.8	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			77.27%	176		Failed Standard
UNE	B.1.4.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w in 1 hr			67.92%	53		Failed Standard
UNE	B.1.4.10	O-8	2W Analog Loop w/INP Design/FL(%	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.12	O-14	2W Analog Loop w/LNP Design/FL(%	>= 97% w in 1 hr			96.30%	27		Failed Standard
UNE	B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design	>= 97% w in 1 hr			99.16%	119		Met Standard
UNE	B.1.4.14	O-8	Other Design/FL(%)	>= 97% w in 1 hr			83.82%	68		Failed Standard
UNE	B.1.4.15	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr			65.63%	6,307		Failed Standard
UNE	B.1.4.16	O-8	INP Standalone/FL(%)	>= 97% w in 1 hr			100.00%	1		Met Standard
UNE	B.1.4.17	O-14	LNP Standalone/FL(%)	>= 97% w in 1 hr			99.29%	425		Met Standard
UNE		***Reject Interval - Partially Mechanized - 10 hours***								
UNE	B.1.7.1	O-8	Switch Ports/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			93.18%	1,920		Met Standard
UNE	B.1.7.4	O-8	Combo Other/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			80.00%	10		Failed Standard
UNE	B.1.7.7	O-8	Line Sharing/FL(%)	>= 85% w in 10 hrs			80.72%	83		Failed Standard
UNE	B.1.7.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			85.06%	154		Met Standard
UNE	B.1.7.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			77.55%	147		Failed Standard
UNE	B.1.7.10	O-8	2W Analog Loop w/INP Design/FL(%	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.12	O-14	2W Analog Loop w/LNP Design/FL(%	>= 85% w in 10 hrs			80.00%	275		Failed Standard
UNE	B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design	>= 85% w in 10 hrs			78.45%	543		Failed Standard
UNE	B.1.7.14	O-8	Other Design/FL(%)	>= 85% w in 10 hrs			96.15%	156		Met Standard
UNE	B.1.7.15	O-8	Other Non-Design/FL(%)	>= 85% w in 10 hrs			96.37%	3,089		Met Standard
UNE	B.1.7.16	O-8	INP Standalone/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.17	O-14	LNP Standalone/FL(%)	>= 85% w in 10 hrs			95.92%	834		Met Standard
UNE		***Reject Interval - Non-Mechanized***								
UNE	B.1.8.1	O-8	Switch Ports/FL(%)	>= 85% w in 24 hrs						Cannot Determine
UNE	B.1.8.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs			100.00%	72		Met Standard
UNE	B.1.8.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			98.99%	496		Met Standard
UNE	B.1.8.4	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs						Cannot Determine
UNE	B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%	>= 85% w in 24 hrs			100.00%	81		Met Standard
UNE	B.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			97.44%	117		Met Standard
UNE	B.1.8.7	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			100.00%	42		Met Standard
UNE	B.1.8.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			100.00%	56		Met Standard
UNE	B.1.8.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			99.70%	334		Met Standard

UNE	B.1.8.10	O-8	2W Analog Loop w/INP Design/FL(%	>= 85% w in 24 hrs					Cannot Determine
UNE	B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/	>= 85% w in 24 hrs			100.00%	1	Met Standard
UNE	B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL(%	>= 85% w in 24 hrs			100.00%	15	Met Standard
UNE	B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design	>= 85% w in 24 hrs			100.00%	36	Met Standard
UNE	B.1.8.14	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			100.00%	216	Met Standard
UNE	B.1.8.15	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			99.82%	547	Met Standard
UNE	B.1.8.16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			100.00%	17	Met Standard
UNE	B.1.8.17	O-14	LNP Standalone/FL(%)	>= 85% w in 24 hrs			100.00%	289	Met Standard
UNE		***FOC Timeliness - Mechanized***							
UNE	B.1.9.1	O-9	Switch Ports/FL(%)	>= 95% w in 3 hrs					Cannot Determine
UNE	B.1.9.2	O-9	Local Interoffice Transport/FL(%)	>= 95% w in 3 hrs					Cannot Determine
UNE	B.1.9.3	O-9	Loop + Port Combinations/FL(%)	>= 95% w in 3 hrs			99.54%	10,430	Met Standard
UNE	B.1.9.4	O-9	Combo Other/FL(%)	>= 95% w in 3 hrs					Cannot Determine
UNE	B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%	>= 95% w in 3 hrs			99.39%	328	Met Standard
UNE	B.1.9.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			88.89%	18	Failed Standard
UNE	B.1.9.7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs			94.74%	152	Failed Standard
UNE	B.1.9.8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99.60%	1,261	Met Standard
UNE	B.1.9.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			100.00%	521	Met Standard
UNE	B.1.9.10	O-9	2W Analog Loop w/INP Design/FL(%	>= 95% w in 3 hrs					Cannot Determine
UNE	B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/	>= 95% w in 3 hrs					Cannot Determine
UNE	B.1.9.12	O-15	2W Analog Loop w/LNP Design/FL(%	>= 95% w in 3 hrs			100.00%	69	Met Standard
UNE	B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design	>= 95% w in 3 hrs			100.00%	15	Met Standard
UNE	B.1.9.14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			99.25%	134	Met Standard
UNE	B.1.9.15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			99.04%	5,529	Met Standard
UNE	B.1.9.16	O-9	INP Standalone/FL(%)	>= 95% w in 3 hrs					Cannot Determine
UNE	B.1.9.17	O-15	LNP Standalone/FL(%)	>= 95% w in 3 hrs			98.19%	3,868	Met Standard
UNE		***FOC Timeliness - Partially Mechanized - 10 hours***							
UNE	B.1.12.1	O-9	Switch Ports/FL(%)	>= 85% w in 10 hrs					Cannot Determine
UNE	B.1.12.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs					Cannot Determine
UNE	B.1.12.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			88.25%	5,285	Met Standard
UNE	B.1.12.4	O-9	Combo Other/FL(%)	>= 85% w in 10 hrs					Cannot Determine
UNE	B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%	>= 85% w in 10 hrs			100.00%	16	Met Standard
UNE	B.1.12.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			87.80%	41	Met Standard
UNE	B.1.12.7	O-9	Line Sharing/FL(%)	>= 85% w in 10 hrs			100.00%	157	Met Standard
UNE	B.1.12.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			95.79%	475	Met Standard
UNE	B.1.12.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			95.50%	888	Met Standard
UNE	B.1.12.10	O-9	2W Analog Loop w/INP Design/FL(%	>= 85% w in 10 hrs					Cannot Determine
UNE	B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/	>= 85% w in 10 hrs					Cannot Determine
UNE	B.1.12.12	O-15	2W Analog Loop w/LNP Design/FL(%	>= 85% w in 10 hrs			88.16%	380	Met Standard
UNE	B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design	>= 85% w in 10 hrs			92.61%	1,542	Met Standard
UNE	B.1.12.14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			81.11%	180	Failed Standard
UNE	B.1.12.15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs			96.74%	2,671	Met Standard
UNE	B.1.12.16	O-9	INP Standalone/FL(%)	>= 85% w in 10 hrs			100.00%	1	Met Standard
UNE	B.1.12.17	O-15	LNP Standalone/FL(%)	>= 85% w in 10 hrs			96.34%	957	Met Standard
UNE		***FOC Timeliness - Non-Mechanized***							
UNE	B.1.13.1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs					Cannot Determine
UNE	B.1.13.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			92.59%	54	Met Standard
UNE	B.1.13.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			98.53%	408	Met Standard
UNE	B.1.13.4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs					Cannot Determine
UNE	B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%	>= 85% w in 36 hrs			99.28%	138	Met Standard
UNE	B.1.13.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			99.56%	457	Met Standard
UNE	B.1.13.7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			100.00%	102	Met Standard
UNE	B.1.13.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			100.00%	90	Met Standard
UNE	B.1.13.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			99.59%	737	Met Standard
UNE	B.1.13.10	O-9	2W Analog Loop w/INP Design/FL(%	>= 85% w in 36 hrs			100.00%	1	Met Standard
UNE	B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/	>= 85% w in 36 hrs			100.00%	3	Met Standard
UNE	B.1.13.12	O-15	2W Analog Loop w/LNP Design/FL(%	>= 85% w in 36 hrs			100.00%	33	Met Standard
UNE	B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design	>= 85% w in 36 hrs			100.00%	49	Met Standard
UNE	B.1.13.14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			98.40%	438	Met Standard
UNE	B.1.13.15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	747	Met Standard
UNE	B.1.13.16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs			100.00%	29	Met Standard
UNE	B.1.13.17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			98.62%	509	Met Standard
UNE		***FOC & Reject Response Completeness - Mechanized***							
UNE	B.1.14.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%					Cannot Determine
UNE	B.1.14.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%					Cannot Determine
UNE	B.1.14.2.1	O-11	Local Interoffice Transport/EDI/FL(%	>= 95%					Cannot Determine

UNE	B.1.14.2.2	O-11	Local Interoffice Transport/TAG/FL(%	>= 95%						Cannot Determine
UNE	B.1.14.3.1	O-11	Loop + Port Combinations/EDI/FL(%	>= 95%			99.96%	2,529		Met Standard
UNE	B.1.14.3.2	O-11	Loop + Port Combinations/TAG/FL(%	>= 95%			99.36%	9,838		Met Standard
UNE	B.1.14.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/F	>= 95%			100.00%	249		Met Standard
UNE	B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/F	>= 95%			100.00%	204		Met Standard
UNE	B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	18		Met Standard
UNE	B.1.14.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100.00%	103		Met Standard
UNE	B.1.14.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100.00%	77		Met Standard
UNE	B.1.14.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			97.11%	450		Met Standard
UNE	B.1.14.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			98.37%	979		Met Standard
UNE	B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/FL	>= 95%						Cannot Determine
UNE	B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/F	>= 95%			99.82%	559		Met Standard
UNE	B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/F	>= 95%						Cannot Determine
UNE	B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/	>= 95%						Cannot Determine
UNE	B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/	>= 95%						Cannot Determine
UNE	B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/	>= 95%						Cannot Determine
UNE	B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/	>= 95%			98.77%	81		Met Standard
UNE	B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG	>= 95%			100.00%	16		Met Standard
UNE	B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design	>= 95%						Cannot Determine
UNE	B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design	>= 95%			91.16%	147		Failed Standard
UNE	B.1.14.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			95.06%	81		Met Standard
UNE	B.1.14.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			100.00%	118		Met Standard
UNE	B.1.14.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			100.00%	9,423		Met Standard
UNE	B.1.14.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			99.66%	584		Met Standard
UNE	B.1.14.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%			100.00%	1		Met Standard
UNE	B.1.14.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100.00%	4,014		Met Standard
UNE	B.1.14.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			98.61%	287		Met Standard
UNE		***FOC & Reject Response Completeness - Partially Mechanized***								
UNE	B.1.15.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.2.1	O-11	Local Interoffice Transport/EDI/FL(%	>= 95%						Cannot Determine
UNE	B.1.15.2.2	O-11	Local Interoffice Transport/TAG/FL(%	>= 95%						Cannot Determine
UNE	B.1.15.3.1	O-11	Loop + Port Combinations/EDI/FL(%	>= 95%			100.00%	845		Met Standard
UNE	B.1.15.3.2	O-11	Loop + Port Combinations/TAG/FL(%	>= 95%			99.88%	6,039		Met Standard
UNE	B.1.15.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/F	>= 95%			100.00%	5		Met Standard
UNE	B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/F	>= 95%			100.00%	11		Met Standard
UNE	B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	14		Met Standard
UNE	B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	43		Met Standard
UNE	B.1.15.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100.00%	119		Met Standard
UNE	B.1.15.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			98.00%	100		Met Standard
UNE	B.1.15.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			99.44%	354		Met Standard
UNE	B.1.15.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			99.59%	242		Met Standard
UNE	B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/FL	>= 95%						Cannot Determine
UNE	B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/F	>= 95%			99.90%	957		Met Standard
UNE	B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/F	>= 95%						Cannot Determine
UNE	B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/	>= 95%						Cannot Determine
UNE	B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/	>= 95%						Cannot Determine
UNE	B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/	>= 95%						Cannot Determine
UNE	B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/	>= 95%			99.73%	366		Met Standard
UNE	B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG	>= 95%			99.64%	280		Met Standard
UNE	B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design	>= 95%						Cannot Determine
UNE	B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design	>= 95%			99.85%	2,013		Met Standard
UNE	B.1.15.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			100.00%	69		Met Standard
UNE	B.1.15.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			100.00%	229		Met Standard
UNE	B.1.15.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99.86%	5,570		Met Standard
UNE	B.1.15.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			99.19%	372		Met Standard
UNE	B.1.15.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%			100.00%	1		Met Standard
UNE	B.1.15.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.93%	1,456		Met Standard
UNE	B.1.15.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	378		Met Standard

UNE		***FOC & Reject Response Completeness - Non-Mechanized***								
UNE	B.1.16.1	O-11	Switch Ports/FL(%)	>= 95%						Cannot Determine
UNE	B.1.16.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			96.58%	117		Met Standard
UNE	B.1.16.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			96.31%	921		Met Standard
UNE	B.1.16.4	O-11	Combo Other/FL(%)	>= 95%						Cannot Determine
UNE	B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%	>= 95%			100.00%	213		Met Standard
UNE	B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			98.39%	560		Met Standard
UNE	B.1.16.7	O-11	Line Sharing/FL(%)	>= 95%			100.00%	140		Met Standard
UNE	B.1.16.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			95.74%	141		Met Standard
UNE	B.1.16.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			98.86%	1,051		Met Standard
UNE	B.1.16.10	O-11	2W Analog Loop w/INP Design/FL(%	>= 95%			100.00%	1		Met Standard
UNE	B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/	>= 95%			100.00%	4		Met Standard
UNE	B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL(%	>= 95%			97.62%	42		Met Standard
UNE	B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design	>= 95%			100.00%	79		Met Standard
UNE	B.1.16.14	O-11	Other Design/FL(%)	>= 95%			98.78%	657		Met Standard
UNE	B.1.16.15	O-11	Other Non-Design/FL(%)	>= 95%			98.79%	1,320		Met Standard
UNE	B.1.16.16	O-11	INP Standalone/FL(%)	>= 95%			100.00%	46		Met Standard
UNE	B.1.16.17	O-11	LNP Standalone/FL(%)	>= 95%			98.69%	840		Met Standard
UNE		***FOC & Reject Response Completeness (Multiple Responses) - Mechanized***								
UNE	B.1.17.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.2.1	O-11	Local Interoffice Transport/EDI/FL(%	>= 95%						Cannot Determine
UNE	B.1.17.2.2	O-11	Local Interoffice Transport/TAG/FL(%	>= 95%						Cannot Determine
UNE	B.1.17.3.1	O-11	Loop + Port Combinations/EDI/FL(%	>= 95%			86.67%	2,528		Failed Standard
UNE	B.1.17.3.2	O-11	Loop + Port Combinations/TAG/FL(%	>= 95%			96.21%	9,775		Met Standard
UNE	B.1.17.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/F	>= 95%			99.60%	249		Met Standard
UNE	B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/F	>= 95%			100.00%	204		Met Standard
UNE	B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	18		Met Standard
UNE	B.1.17.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			77.67%	103		Failed Standard
UNE	B.1.17.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			89.61%	77		Failed Standard
UNE	B.1.17.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			72.31%	437		Failed Standard
UNE	B.1.17.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			94.18%	963		Failed Standard
UNE	B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/FL	>= 95%						Cannot Determine
UNE	B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/F	>= 95%			94.62%	558		Failed Standard
UNE	B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/F	>= 95%						Cannot Determine
UNE	B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/	>= 95%						Cannot Determine
UNE	B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/	>= 95%						Cannot Determine
UNE	B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/	>= 95%						Cannot Determine
UNE	B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/	>= 95%			100.00%	80		Met Standard
UNE	B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG	>= 95%			100.00%	16		Met Standard
UNE	B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design	>= 95%						Cannot Determine
UNE	B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design	>= 95%			100.00%	134		Met Standard
UNE	B.1.17.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			75.32%	77		Failed Standard
UNE	B.1.17.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			66.95%	118		Failed Standard
UNE	B.1.17.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			36.60%	9,423		Failed Standard
UNE	B.1.17.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			85.91%	582		Failed Standard
UNE	B.1.17.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%			100.00%	1		Met Standard
UNE	B.1.17.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100.00%	4,014		Met Standard
UNE	B.1.17.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	283		Met Standard
UNE		***FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized***								
UNE	B.1.18.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.2.1	O-11	Local Interoffice Transport/EDI/FL(%	>= 95%						Cannot Determine
UNE	B.1.18.2.2	O-11	Local Interoffice Transport/TAG/FL(%	>= 95%						Cannot Determine
UNE	B.1.18.3.1	O-11	Loop + Port Combinations/EDI/FL(%	>= 95%			96.33%	845		Met Standard
UNE	B.1.18.3.2	O-11	Loop + Port Combinations/TAG/FL(%	>= 95%			92.71%	6,032		Failed Standard
UNE	B.1.18.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/F	>= 95%			100.00%	5		Met Standard
UNE	B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/F	>= 95%			100.00%	11		Met Standard
UNE	B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	14		Met Standard
UNE	B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			97.67%	43		Met Standard

UNE	B.1.18.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			88.24%	119		Failed Standard
UNE	B.1.18.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			85.71%	98		Failed Standard
UNE	B.1.18.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			93.47%	352		Failed Standard
UNE	B.1.18.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			92.95%	241		Failed Standard
UNE	B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/FL	>= 95%						Cannot Determine
UNE	B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/F	>= 95%			92.68%	956		Failed Standard
UNE	B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/F	>= 95%						Cannot Determine
UNE	B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/	>= 95%						Cannot Determine
UNE	B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/	>= 95%						Cannot Determine
UNE	B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/	>= 95%						Cannot Determine
UNE	B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/	>= 95%			96.99%	365		Met Standard
UNE	B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG	>= 95%			95.34%	279		Met Standard
UNE	B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design	>= 95%						Cannot Determine
UNE	B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design	>= 95%			94.53%	2,010		Failed Standard
UNE	B.1.18.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			94.20%	69		Failed Standard
UNE	B.1.18.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			78.17%	229		Failed Standard
UNE	B.1.18.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			97.18%	5,562		Met Standard
UNE	B.1.18.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			96.48%	369		Met Standard
UNE	B.1.18.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%			100.00%	1		Met Standard
UNE	B.1.18.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.04%	1,455		Met Standard
UNE	B.1.18.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			98.15%	378		Met Standard
UNE		***FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized***								
UNE	B.1.19.1	O-11	Switch Ports/FL(%)	>= 95%						Cannot Determine
UNE	B.1.19.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			77.88%	113		Failed Standard
UNE	B.1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			91.77%	887		Failed Standard
UNE	B.1.19.4	O-11	Combo Other/FL(%)	>= 95%						Cannot Determine
UNE	B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%	>= 95%			96.24%	213		Met Standard
UNE	B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			92.56%	551		Failed Standard
UNE	B.1.19.7	O-11	Line Sharing/FL(%)	>= 95%			93.57%	140		Failed Standard
UNE	B.1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			88.89%	135		Failed Standard
UNE	B.1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			92.59%	1,039		Failed Standard
UNE	B.1.19.10	O-11	2W Analog Loop w/INP Design/FL(%	>= 95%			100.00%	1		Met Standard
UNE	B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/	>= 95%			100.00%	4		Met Standard
UNE	B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL(%	>= 95%			97.56%	41		Met Standard
UNE	B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design	>= 95%			96.20%	79		Met Standard
UNE	B.1.19.14	O-11	Other Design/FL(%)	>= 95%			93.22%	649		Failed Standard
UNE	B.1.19.15	O-11	Other Non-Design/FL(%)	>= 95%			94.25%	1,304		Failed Standard
UNE	B.1.19.16	O-11	INP Standalone/FL(%)	>= 95%			97.83%	46		Met Standard
UNE	B.1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			97.83%	829		Met Standard
UNE										
UNE		**Unbundled Network Elements - Provisioning**								
UNE		***Order Completion Interval***								
UNE	B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL	R&B (POTS)	3.34	72,598				Cannot Determine
UNE	B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispat	R&B (POTS)	0.90	626,563				Cannot Determine
UNE	B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/F	R&B (POTS)	8.23	243				Cannot Determine
UNE	B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispa	R&B (POTS)	6.67	6				Cannot Determine
UNE	B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circui	DS1/DS3	14.80	1,949	21.38	21	-2.0467	Failed Standard
UNE	B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circui	DS1/DS3	0.33	1				Cannot Determine
UNE	B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circ	DS1/DS3	6.00	1				Cannot Determine
UNE	B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circ	DS1/DS3						Cannot Determine
UNE	B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuit	R&B	3.35	73,174	2.88	523	2.4002	Met Standard
UNE	B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuit	R&B	0.90	628,442	0.62	9,038	16.6163	Met Standard
UNE	B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuit	R&B	0.33	379,806	0.33	5,953		Failed Standard
UNE	B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuit	R&B	1.76	248,636	1.19	3,085	14.3578	Met Standard
UNE	B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circ	R&B	8.03	271	2.90	7	0.9316	Met Standard
UNE	B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circ	R&B	2.66	106	3.17	6	-0.3142	Met Standard
UNE	B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circ	R&B	0.33	24	0.33	3		Met Standard
UNE	B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circ	R&B	3.34	82	6.00	3	-1.1039	Met Standard
UNE	B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/F	R&B&D - Disp	3.79	75,406	12.06	53	-8.8329	Failed Standard
UNE	B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch I	R&B&D - Disp	3.79	75,406				Cannot Determine
UNE	B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch	R&B&D - Disp	8.53	281				Cannot Determine
UNE	B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch	R&B&D - Disp	8.53	281				Cannot Determine
UNE	B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(d	ISDN - BRI	12.45	373	10.81	242	1.9411	Met Standard
UNE	B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/	ISDN - BRI	2.66	343				Cannot Determine
UNE	B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL	ISDN - BRI						Cannot Determine

UNE	B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatc	ISDN - BRI	1.00	1				Cannot Determine
UNE	B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL	ISDN - BRI						Cannot Determine
UNE	B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispat	ISDN - BRI						Cannot Determine
UNE	B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL	ADSL to Retail	4.14	7,417	3.29	7	0.6070	Met Standard
UNE	B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatc	ADSL to Retail	3.47	4,812	3.49	17	-0.0527	Met Standard
UNE	B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/F	ADSL to Retail	4.20	5				Cannot Determine
UNE	B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispa	ADSL to Retail						Cannot Determine
UNE	B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/I	ADSL to Retail						Cannot Determine
UNE	B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispa	ADSL to Retail						Cannot Determine
UNE	B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/	R&B - Disp	3.35	73,174	4.84	365	-6.3417	Failed Standard
UNE	B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/	R&B - Disp	3.35	73,174				Cannot Determine
UNE	B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuit	R&B - Disp	8.03	271	6.33	3	0.2037	Met Standard
UNE	B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuit	R&B - Disp	8.03	271				Cannot Determine
UNE	B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 cir	R&B (POTS) excl SB Or	3.34	72,598	3.95	516	-3.1163	Failed Standard
UNE	B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 cir	R&B (POTS) excl SB Or	1.76	247,472	3.80	5	-2.0745	Failed Standard
UNE	B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 c	R&B (POTS) excl SB Or	8.23	243	6.36	11	0.4293	Met Standard
UNE	B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 c	R&B (POTS) excl SB Or	6.67	6				Cannot Determine
UNE	B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 (	R&B - Disp	3.35	73,174				Cannot Determine
UNE	B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 (	R&B - Disp	3.35	73,174				Cannot Determine
UNE	B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10	R&B - Disp	8.03	271				Cannot Determine
UNE	B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10	R&B - Disp	8.03	271				Cannot Determine
UNE	B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	3.34	72,598	5.00	1	-0.3760	Met Standard
UNE	B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	1.76	247,472				Cannot Determine
UNE	B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	8.23	243				Cannot Determine
UNE	B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	6.67	6				Cannot Determine
UNE	B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10	R&B - Disp	3.35	73,174	5.40	172	-6.0051	Failed Standard
UNE	B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10	R&B - Disp	3.35	73,174				Cannot Determine
UNE	B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=1(	R&B - Disp	8.03	271	6.67	3	0.1638	Met Standard
UNE	B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=1(	R&B - Disp	8.03	271				Cannot Determine
UNE	B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	3.34	72,598	4.95	270	-5.9794	Failed Standard
UNE	B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	1.76	247,472	5.11	360	-28.8696	Failed Standard
UNE	B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	8.23	243	6.59	17	0.4641	Met Standard
UNE	B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	6.67	6	6.91	11	-0.1166	Met Standard
UNE	B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/F	Design	18.21	2,232	3.33	3	1.1010	Met Standard
UNE	B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispa	Design	4.09	566				Cannot Determine
UNE	B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/	Design	22.10	10				Cannot Determine
UNE	B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Disp	Design	2.91	35				Cannot Determine
UNE	B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispa	R&B	3.35	73,174	4.35	46	-1.5134	Met Standard
UNE	B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-[	R&B	0.90	628,442	0.82	11	0.1756	Met Standard
UNE	B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Disp	R&B	8.03	271				Cannot Determine
UNE	B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non	R&B	2.66	106				Cannot Determine
UNE	B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispat	R&B (POTS)	3.34	72,598				Cannot Determine
UNE	B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-D	R&B (POTS)	0.90	626,563	0.33	4	0.7314	Met Standard
UNE	B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispa	R&B (POTS)	8.23	243				Cannot Determine
UNE	B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-[	R&B (POTS)	6.67	6				Cannot Determine
UNE	B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispa	R&B (POTS)	3.34	72,598	0.85	9	1.6926	Met Standard
UNE	B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-[	R&B (POTS)	0.90	626,563	0.66	3,440	9.0296	Met Standard
UNE	B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Disp	R&B (POTS)	8.23	243				Cannot Determine
UNE	B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-	R&B (POTS)	6.67	6	0.33	2	0.9104	Met Standard
UNE	B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispa	Digital Loop < DS1	5.06	8,133	8.89	366	-9.4157	Failed Standard
UNE	B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-	Digital Loop < DS1	3.70	5,732				Cannot Determine
UNE	B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Disp	Digital Loop < DS1	4.00	4				Cannot Determine
UNE	B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non	Digital Loop < DS1	3.00	5				Cannot Determine
UNE	B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Disp	Digital Loop >= DS1	19.65	581	6.96	207	9.3144	Met Standard
UNE	B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non	Digital Loop >= DS1	2.98	481				Cannot Determine
UNE	B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Di	Digital Loop >= DS1	27.94	6				Cannot Determine
UNE	B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/No	Digital Loop >= DS1	2.85	34				Cannot Determine
UNE		***Order Completion Interval within X days***								
UNE	B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop	14 days						Cannot Determine
UNE	B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop	7 days			5.09	133		Met Standard
UNE		***Held Orders***								
UNE	B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(	R&B (POTS)	8.48	314				Cannot Determine
UNE	B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(d	R&B (POTS)	16.67	36				Cannot Determine
UNE	B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL	R&B (POTS)	2.00	1				Cannot Determine
UNE	B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipmen	R&B (POTS)	0.00	0				Cannot Determine

UNE	B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL((	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circui	DS1/ DS3 - Interoffice	3.00	1	0.00	0		Met Standard
UNE	B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circui	DS1/ DS3 - Interoffice	0.00	0	0.00	0		Met Standard
UNE	B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circui	DS1/ DS3 - Interoffice	27.20	5	0.00	0		Met Standard
UNE	B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circ	DS1/ DS3 - Interoffice	0.00	0				Cannot Determine
UNE	B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circ	DS1/ DS3 - Interoffice	0.00	0				Cannot Determine
UNE	B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circ	DS1/ DS3 - Interoffice	0.00	0				Cannot Determine
UNE	B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuit	R&B	8.53	320	13.00	2	-0.5459	Met Standard
UNE	B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuit	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuit	R&B	16.59	37	0.00	0		Met Standard
UNE	B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circ	R&B	8.50	2	0.00	0		Met Standard
UNE	B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circ	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circ	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL	R&B&D - Disp	8.53	320	7.00	1	0.1321	Met Standard
UNE	B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment	R&B&D - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(d	R&B&D - Disp	16.76	38	0.00	0		Met Standard
UNE	B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/F	R&B&D - Disp	8.50	2				Cannot Determine
UNE	B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipme	R&B&D - Disp	0.00	0				Cannot Determine
UNE	B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL	R&B&D - Disp	32.00	2				Cannot Determine
UNE	B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 c	ADSL to Retail	18.22	88	5.00	2	0.9768	Met Standard
UNE	B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 c	ADSL to Retail	0.00	0	0.00	0		Met Standard
UNE	B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 c	ADSL to Retail	15.00	6	0.00	0		Met Standard
UNE	B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL(da	ISDN - BRI	0.00	0	22.00	2		Failed Standard
UNE	B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FI	ISDN - BRI	0.00	0	0.00	0		Met Standard
UNE	B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(day	ISDN - BRI	18.00	1	7.00	1		Met Standard
UNE	B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL(d	ISDN - BRI						Cannot Determine
UNE	B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/I	ISDN - BRI						Cannot Determine
UNE	B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(da	ISDN - BRI						Cannot Determine
UNE	B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL((	ADSL to Retail	18.22	88	0.00	0		Met Standard
UNE	B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/	ADSL to Retail	0.00	0	0.00	0		Met Standard
UNE	B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/FL(d	ADSL to Retail	15.00	6	0.00	0		Met Standard
UNE	B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/FL	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipmen	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/FL((	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits	R&B - Disp	8.53	320	9.00	2	-0.0576	Met Standard
UNE	B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits	R&B - Disp	16.59	37	0.00	0		Met Standard
UNE	B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuit	R&B - Disp	8.50	2	0.00	0		Met Standard
UNE	B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuit	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuit	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 cir	R&B (POTS) excl SB Or	8.48	314	7.67	3	0.1208	Met Standard
UNE	B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 cir	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 cir	R&B (POTS) excl SB Or	16.67	36	0.00	0		Met Standard
UNE	B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 c	R&B (POTS) excl SB Or	2.00	1	0.00	0		Met Standard
UNE	B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 c	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 c	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 (	R&B - Disp	8.53	320				Cannot Determine
UNE	B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 (	R&B - Disp	0.00	0				Cannot Determine
UNE	B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 (	R&B - Disp	16.59	37				Cannot Determine
UNE	B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10	R&B - Disp	8.50	2				Cannot Determine
UNE	B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10	R&B - Disp	0.00	0				Cannot Determine
UNE	B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10	R&B - Disp	0.00	0				Cannot Determine
UNE	B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	8.48	314	0.00	0		Met Standard
UNE	B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	16.67	36	0.00	0		Met Standard
UNE	B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	2.00	1				Cannot Determine
UNE	B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	0.00	0				Cannot Determine
UNE	B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	0.00	0				Cannot Determine
UNE	B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10	R&B - Disp	8.53	320	3.00	1	0.4779	Met Standard
UNE	B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10	R&B - Disp	16.59	37	1.00	1	0.7218	Met Standard
UNE	B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=1(	R&B - Disp	8.50	2	0.00	0		Met Standard
UNE	B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=1(	R&B - Disp	0.00	0	0.00	0		Met Standard

UNE	B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=1(	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	8.48	314	8.00	2	0.0582	Met Standard
UNE	B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	16.67	36	0.00	0		Met Standard
UNE	B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	2.00	1	8.00	1		Failed Standard
UNE	B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/FL(	Design	0.00	0	0.00	0		Met Standard
UNE	B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment	Design	0.00	0	0.00	0		Met Standard
UNE	B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/FL(d	Design	21.50	2	0.00	0		Met Standard
UNE	B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/F	Design	0.00	0				Cannot Determine
UNE	B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipmer	Design	0.00	0				Cannot Determine
UNE	B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL(	Design	32.00	2				Cannot Determine
UNE	B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facilit	R&B	8.53	320	0.00	0		Met Standard
UNE	B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equip	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other	R&B	16.59	37	0.00	0		Met Standard
UNE	B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Faci	R&B	8.50	2	8.00	2	0.0544	Met Standard
UNE	B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equi	R&B	0.00	0				Cannot Determine
UNE	B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Othe	R&B	0.00	0				Cannot Determine
UNE	B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility	R&B (POTS)	8.48	314	0.00	0		Met Standard
UNE	B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipr	R&B (POTS)	0.00	0	0.00	0		Met Standard
UNE	B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/I	R&B (POTS)	16.67	36	0.00	0		Met Standard
UNE	B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facili	R&B (POTS)	2.00	1				Cannot Determine
UNE	B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equip	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facilit	R&B (POTS)	8.48	314	0.00	0		Met Standard
UNE	B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equip	R&B (POTS)	0.00	0	0.00	0		Met Standard
UNE	B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other	R&B (POTS)	16.67	36	0.00	0		Met Standard
UNE	B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facil	R&B (POTS)	2.00	1	0.00	0		Met Standard
UNE	B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equi	R&B (POTS)	0.00	0	0.00	0		Met Standard
UNE	B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Othe	R&B (POTS)	0.00	0	0.00	0		Met Standard
UNE	B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facili	Digital Loop < DS1	18.57	90	13.50	4	0.5207	Met Standard
UNE	B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equip	Digital Loop < DS1	0.00	0	0.00	0		Met Standard
UNE	B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Othe	Digital Loop < DS1	20.63	8	7.00	1	0.5521	Met Standard
UNE	B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Fac	Digital Loop < DS1	0.00	0				Cannot Determine
UNE	B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equ	Digital Loop < DS1	0.00	0				Cannot Determine
UNE	B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Oth	Digital Loop < DS1	0.00	0				Cannot Determine
UNE	B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Fac	Digital Loop >= DS1	0.00	0	0.00	0		Met Standard
UNE	B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equ	Digital Loop >= DS1	0.00	0	0.00	0		Met Standard
UNE	B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Oth	Digital Loop >= DS1	0.00	0	0.00	0		Met Standard
UNE	B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Fa	Digital Loop >= DS1	0.00	0				Cannot Determine
UNE	B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Eq	Digital Loop >= DS1	0.00	0				Cannot Determine
UNE	B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Ot	Digital Loop >= DS1	32.00	2				Cannot Determine
UNE		***% Jeopardies - Mechanized***								
UNE	B.2.5.1	P-2	Switch Ports/FL(%)	R&B (POTS)	0.69%	747,133				Cannot Determine
UNE	B.2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	33.14%	2,278	0.00%	5	1.5727	Met Standard
UNE	B.2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.69%	749,861	0.26%	13,180	5.9637	Met Standard
UNE	B.2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	6.13%	89,645	50.00%	18	-7.7576	Failed Standard
UNE	B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%	ADSL to Retail	13.29%	16,798	5.70%	158	2.7996	Met Standard
UNE	B.2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	11.08%	785	17.24%	87	-1.7362	Failed Standard
UNE	B.2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	13.29%	16,798	0.00%	23	1.8765	Met Standard
UNE	B.2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.69%	749,861	13.79%	486	-34.7955	Failed Standard
UNE	B.2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	367,313	8.19%	745	-15.7713	Failed Standard
UNE	B.2.5.10	P-2	2W Analog Loop w/INP Design/FL(%	R&B - Disp	0.69%	749,861				Cannot Determine
UNE	B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	1.40%	367,313				Cannot Determine
UNE	B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%	R&B - Disp	0.69%	749,861	11.08%	379	-24.3829	Failed Standard
UNE	B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	1.40%	367,313	6.66%	1,036	-14.4082	Failed Standard
UNE	B.2.5.14	P-2	Other Design/FL(%)	Design	8.20%	3,744	0.00%	7	0.7900	Met Standard
UNE	B.2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.69%	749,861	0.00%	38	0.5148	Met Standard
UNE	B.2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.69%	747,133	0.00%	3	0.1441	Met Standard
UNE	B.2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.69%	747,133	0.00%	3,162	4.6676	Met Standard
UNE	B.2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	12.94%	18,683	10.17%	236	1.2611	Met Standard
UNE	B.2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	5.29%	1,360	51.41%	177	-25.7755	Failed Standard
UNE		***% Jeopardies - Non-Mechanized***								
UNE	B.2.6.1	P-2	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.2.6.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic			0.00%	30		Diagnostic

UNE	B.2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			1.15%	262		Diagnostic
UNE	B.2.6.4	P-2	Combo Other/FL(%)	Diagnostic			48.00%	75		Diagnostic
UNE	B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%	Diagnostic			6.67%	60		Diagnostic
UNE	B.2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			26.89%	212		Diagnostic
UNE	B.2.6.7	P-2	Line Sharing/FL(%)	Diagnostic			0.00%	9		Diagnostic
UNE	B.2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			11.11%	18		Diagnostic
UNE	B.2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			7.94%	63		Diagnostic
UNE	B.2.6.10	P-2	2W Analog Loop w/INP Design/FL(%	Diagnostic						Diagnostic
UNE	B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/	Diagnostic			0.00%	1		Diagnostic
UNE	B.2.6.12	P-2	2W Analog Loop w/LNP Design/FL(%	Diagnostic			2.94%	34		Diagnostic
UNE	B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design	Diagnostic			0.00%	48		Diagnostic
UNE	B.2.6.14	P-2	Other Design/FL(%)	Diagnostic			0.00%	2		Diagnostic
UNE	B.2.6.15	P-2	Other Non-Design/FL(%)	Diagnostic			2.94%	34		Diagnostic
UNE	B.2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic			0.00%	1		Diagnostic
UNE	B.2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.00%	348		Diagnostic
UNE	B.2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			21.93%	269		Diagnostic
UNE	B.2.6.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			40.17%	229		Diagnostic
UNE		***Average Jeopardy Notice Interval - Mechanized***								
UNE	B.2.8.1	P-2	Switch Ports/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.2	P-2	Local Interoffice Transport/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			113.66	34		Met Standard
UNE	B.2.8.4	P-2	Combo Other/FL(hours)	>= 48 hrs			313.30	9		Met Standard
UNE	B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(ho	>= 48 hrs			194.69	9		Met Standard
UNE	B.2.8.6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			255.38	15		Met Standard
UNE	B.2.8.7	P-2	Line Sharing/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.8	P-2	2W Analog Loop Design/FL(hours)	>= 48 hrs			149.40	67		Met Standard
UNE	B.2.8.9	P-2	2W Analog Loop Non-Design/FL(hou	>= 48 hrs			118.48	61		Met Standard
UNE	B.2.8.10	P-2	2W Analog Loop w/INP Design/FL(h	>= 48 hrs						Cannot Determine
UNE	B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/	>= 48 hrs						Cannot Determine
UNE	B.2.8.12	P-2	2W Analog Loop w/LNP Design/FL(h	>= 48 hrs			192.65	42		Met Standard
UNE	B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design	>= 48 hrs			132.64	69		Met Standard
UNE	B.2.8.14	P-2	Other Design/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.15	P-2	Other Non-Design/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.16	P-2	INP (Standalone)/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.17	P-2	LNP (Standalone)/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.18	P-2	Digital Loop < DS1/FL(hours)	>= 48 hrs			240.21	24		Met Standard
UNE	B.2.8.19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			259.24	91		Met Standard
UNE		***Average Jeopardy Notice Interval - Non-Mechanized***								
UNE	B.2.9.1	P-2	Switch Ports/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.2	P-2	Local Interoffice Transport/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.3	P-2	Loop + Port Combinations/FL(hours)	Diagnostic			224.12	3		Diagnostic
UNE	B.2.9.4	P-2	Combo Other/FL(hours)	Diagnostic			340.32	36		Diagnostic
UNE	B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(ho	Diagnostic			154.00	4		Diagnostic
UNE	B.2.9.6	P-2	UNE ISDN/FL(hours)	Diagnostic			269.37	57		Diagnostic
UNE	B.2.9.7	P-2	Line Sharing/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.8	P-2	2W Analog Loop Design/FL(hours)	Diagnostic			226.00	2		Diagnostic
UNE	B.2.9.9	P-2	2W Analog Loop Non-Design/FL(hou	Diagnostic			115.63	5		Diagnostic
UNE	B.2.9.10	P-2	2W Analog Loop w/INP Design/FL(h	Diagnostic						Diagnostic
UNE	B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.9.12	P-2	2W Analog Loop w/LNP Design/FL(h	Diagnostic			220.38	1		Diagnostic
UNE	B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design	Diagnostic						Diagnostic
UNE	B.2.9.14	P-2	Other Design/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.15	P-2	Other Non-Design/FL(hours)	Diagnostic			172.02	1		Diagnostic
UNE	B.2.9.16	P-2	INP (Standalone)/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.17	P-2	LNP (Standalone)/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.18	P-2	Digital Loop < DS1/FL(hours)	Diagnostic			265.25	59		Diagnostic
UNE	B.2.9.19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			202.25	92		Diagnostic
UNE		***% Jeopardy Notice >= 48 hours - Mechanized***								
UNE	B.2.10.1	P-2	Switch Ports/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			94.44%	18		Failed Standard
UNE	B.2.10.4	P-2	Combo Other/FL(%)	95% >= 48 hrs			100.00%	9		Met Standard
UNE	B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%	95% >= 48 hrs			80.00%	5		Failed Standard
UNE	B.2.10.6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs			100.00%	15		Met Standard
UNE	B.2.10.7	P-2	Line Sharing/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.8	P-2	2W Analog Loop Design/FL(%)	95% >= 48 hrs			95.31%	64		Met Standard

UNE	B.2.10.9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			94.00%	50		Failed Standard
UNE	B.2.10.10	P-2	2W Analog Loop w/INP Design/FL(%	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.12	P-2	2W Analog Loop w/LNP Design/FL(%	95% >= 48 hrs			100.00%	42		Met Standard
UNE	B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design	95% >= 48 hrs			98.48%	66		Met Standard
UNE	B.2.10.14	P-2	Other Design/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.16	P-2	INP (Standalone)/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.17	P-2	LNP (Standalone)/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.18	P-2	Digital Loop < DS1/FL(%)	95% >= 48 hrs			95.00%	20		Met Standard
UNE	B.2.10.19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			100.00%	90		Met Standard
UNE		***% Jeopardy Notice >= 48 hours - Non-Mechanized***								
UNE	B.2.11.1	P-2	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			100.00%	1		Diagnostic
UNE	B.2.11.4	P-2	Combo Other/FL(%)	Diagnostic			100.00%	35		Diagnostic
UNE	B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%	Diagnostic			100.00%	3		Diagnostic
UNE	B.2.11.6	P-2	UNE ISDN/FL(%)	Diagnostic			98.15%	54		Diagnostic
UNE	B.2.11.7	P-2	Line Sharing/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			100.00%	2		Diagnostic
UNE	B.2.11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			100.00%	4		Diagnostic
UNE	B.2.11.10	P-2	2W Analog Loop w/INP Design/FL(%	Diagnostic						Diagnostic
UNE	B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.11.12	P-2	2W Analog Loop w/LNP Design/FL(%	Diagnostic			100.00%	1		Diagnostic
UNE	B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design	Diagnostic						Diagnostic
UNE	B.2.11.14	P-2	Other Design/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.15	P-2	Other Non-Design/FL(%)	Diagnostic			100.00%	1		Diagnostic
UNE	B.2.11.16	P-2	INP (Standalone)/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.17	P-2	LNP (Standalone)/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			98.21%	56		Diagnostic
UNE	B.2.11.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			100.00%	89		Diagnostic
UNE		***Coordinated Customers Conversions***								
UNE	B.2.12.1	P-7	Loops with INP/FL(%)	>= 95% w in 15 min						Cannot Determine
UNE	B.2.12.2	P-7	Loops with LNP/FL(%)	>= 95% w in 15 min			99.98%	4,512		Met Standard
UNE		***% Hot Cuts > 15 minutes Early***								
UNE	B.2.13.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.40%	758		Met Standard
UNE	B.2.13.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	25		Met Standard
UNE	B.2.13.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	78		Met Standard
UNE	B.2.13.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	347		Met Standard
UNE		***Hot Cut Timeliness***								
UNE	B.2.14.1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			98.94%	758		Met Standard
UNE	B.2.14.2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			100.00%	25		Met Standard
UNE	B.2.14.3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100.00%	78		Met Standard
UNE	B.2.14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			100.00%	347		Met Standard
UNE		***% Hot Cuts > 15 minutes Late***								
UNE	B.2.15.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.66%	758		Met Standard
UNE	B.2.15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	25		Met Standard
UNE	B.2.15.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	78		Met Standard
UNE	B.2.15.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	347		Met Standard
UNE		***Average Recovery Time - CCC***								
UNE	B.2.16.1	P-7B	Loops with INP/FL(minutes)	Diagnostic						Diagnostic
UNE	B.2.16.2	P-7B	Loops with LNP/FL(minutes)	Diagnostic			204.19	18		Diagnostic
UNE		***% Provisioning Troubles within 7 Days - Hot Cuts***								
UNE	B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			2.01%	1,441		Met Standard
UNE	B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/FL(	<= 5%			0.00%	1		Met Standard
UNE	B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/FL(	<= 5%			0.93%	2,799		Met Standard
UNE	B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch	<= 5%			0.29%	2,443		Met Standard
UNE		***% Missed Installation Appointments***								
UNE	B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL	R&B (POTS)	3.26%	82,048				Cannot Determine
UNE	B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispat	R&B (POTS)	0.07%	659,048				Cannot Determine
UNE	B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/F	R&B (POTS)	5.52%	308				Cannot Determine
UNE	B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispa	R&B (POTS)	0.00%	8				Cannot Determine
UNE	B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circui	DS1/DS3	0.90%	2,010	3.23%	31	-1.3667	Met Standard
UNE	B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circui	DS1/DS3	0.00%	1				Cannot Determine
UNE	B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circ	DS1/DS3	0.00%	1				Cannot Determine
UNE	B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circ	DS1/DS3						Cannot Determine

UNE	B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circui	R&B	3.26%	82,677	3.22%	746	0.0651	Met Standard
UNE	B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circui	R&B	0.07%	660,951	0.23%	12,390	-6.7954	Failed Standard
UNE	B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circui	R&B	0.00%	380,080	0.02%	6,007	-2.9165	Failed Standard
UNE	B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circui	R&B	0.16%	280,871	0.44%	6,383	-5.3706	Failed Standard
UNE	B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circu	R&B	5.57%	341	11.11%	9	-0.7151	Met Standard
UNE	B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circu	R&B	0.00%	110	0.00%	7		Met Standard
UNE	B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circu	R&B	0.00%	25	0.00%	3		Met Standard
UNE	B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circu	R&B	0.00%	85	0.00%	4		Met Standard
UNE	B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/F	R&B&D - Disp	3.24%	85,245	4.88%	82	-0.8343	Met Standard
UNE	B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch I	R&B&D - Disp	3.24%	85,245				Cannot Determine
UNE	B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/	R&B&D - Disp	5.40%	352				Cannot Determine
UNE	B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch	R&B&D - Disp	5.40%	352				Cannot Determine
UNE	B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 c	ADSL to Retail	5.64%	10,515	1.05%	190	2.7164	Met Standard
UNE	B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 c	ADSL to Retail	0.02%	5,888				Cannot Determine
UNE	B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10	ADSL to Retail	0.00%	4				Cannot Determine
UNE	B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10	ADSL to Retail						Cannot Determine
UNE	B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/FL(	ISDN - BRI	3.26%	399	4.32%	278	-0.7631	Met Standard
UNE	B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch	ISDN - BRI	1.16%	344				Cannot Determine
UNE	B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL	ISDN - BRI						Cannot Determine
UNE	B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispat	ISDN - BRI						Cannot Determine
UNE	B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/FL	ADSL to Retail	5.64%	10,515	0.00%	9	0.7331	Met Standard
UNE	B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispat	ADSL to Retail	0.02%	5,888	0.00%	22	0.0610	Met Standard
UNE	B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/I	ADSL to Retail	0.00%	4				Cannot Determine
UNE	B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispa	ADSL to Retail						Cannot Determine
UNE	B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/	R&B - Disp	3.26%	82,677	2.83%	459	0.5143	Met Standard
UNE	B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/	R&B - Disp	3.26%	82,677				Cannot Determine
UNE	B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuit	R&B - Disp	5.57%	341	0.00%	5	0.5392	Met Standard
UNE	B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuit	R&B - Disp	5.57%	341				Cannot Determine
UNE	B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 cir	R&B (POTS) excl SB Or	3.26%	82,048	1.97%	762	1.9940	Met Standard
UNE	B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 cir	R&B (POTS) excl SB Or	0.16%	279,685	0.00%	6	0.0990	Met Standard
UNE	B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 c	R&B (POTS) excl SB Or	5.52%	308	18.75%	16	-2.2595	Failed Standard
UNE	B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 c	R&B (POTS) excl SB Or	0.00%	7				Cannot Determine
UNE	B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 c	R&B - Disp	3.26%	82,677				Cannot Determine
UNE	B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 c	R&B - Disp	3.26%	82,677				Cannot Determine
UNE	B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10	R&B - Disp	5.57%	341				Cannot Determine
UNE	B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10	R&B - Disp	5.57%	341				Cannot Determine
UNE	B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	3.26%	82,048	0.00%	1	0.1835	Met Standard
UNE	B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	0.16%	279,685				Cannot Determine
UNE	B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	5.52%	308				Cannot Determine
UNE	B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	0.00%	7				Cannot Determine
UNE	B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10	R&B - Disp	3.26%	82,677	0.52%	386	3.0261	Met Standard
UNE	B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10	R&B - Disp	3.26%	82,677				Cannot Determine
UNE	B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=1(	R&B - Disp	5.57%	341	0.00%	6	0.5898	Met Standard
UNE	B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=1(	R&B - Disp	5.57%	341				Cannot Determine
UNE	B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	3.26%	82,048	0.69%	433	2.9977	Met Standard
UNE	B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	0.16%	279,685	0.51%	587	-2.0878	Failed Standard
UNE	B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	5.52%	308	0.00%	26	1.1835	Met Standard
UNE	B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	0.00%	7	0.00%	15		Met Standard
UNE	B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/F	Design	2.76%	2,568	0.00%	8	0.4762	Met Standard
UNE	B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispa	Design	0.50%	599				Cannot Determine
UNE	B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/	Design	0.00%	11				Cannot Determine
UNE	B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Disp	Design	0.00%	37				Cannot Determine
UNE	B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispa	R&B	3.26%	82,677	4.92%	61	-0.7291	Met Standard
UNE	B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-D	R&B	0.07%	660,951	0.00%	13	0.0958	Met Standard
UNE	B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Disp	R&B	5.57%	341				Cannot Determine
UNE	B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-	R&B	0.00%	110				Cannot Determine
UNE	B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispat	R&B (POTS)	3.26%	82,048				Cannot Determine
UNE	B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-D	R&B (POTS)	0.07%	659,048	0.00%	4	0.0529	Met Standard
UNE	B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispa	R&B (POTS)	5.52%	308				Cannot Determine
UNE	B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-I	R&B (POTS)	0.00%	8				Cannot Determine
UNE	B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispa	R&B (POTS)	3.26%	82,048	0.00%	10	0.5802	Met Standard
UNE	B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-D	R&B (POTS)	0.07%	659,048	0.26%	3,475	-4.2039	Failed Standard
UNE	B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Disp	R&B (POTS)	5.52%	308				Cannot Determine
UNE	B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-	R&B (POTS)	0.00%	8	0.00%	5		Met Standard
UNE	B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispa	Digital Loop < DS1	5.51%	11,322	3.07%	456	2.2397	Met Standard
UNE	B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-	Digital Loop < DS1	0.07%	6,890				Cannot Determine

UNE	B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Disp	Digital Loop < DS1	0.00%	4				Cannot Determine
UNE	B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non	Digital Loop < DS1	0.00%	5				Cannot Determine
UNE	B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Disp	Digital Loop >= DS1	1.65%	729	4.13%	363	-3.0416	Failed Standard
UNE	B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non	Digital Loop >= DS1	0.00%	505				Cannot Determine
UNE	B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dis	Digital Loop >= DS1	0.00%	6				Cannot Determine
UNE	B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/No	Digital Loop >= DS1	0.00%	36				Cannot Determine
UNE		***% Provisioning Troubles within 30 Days***								
UNE	B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL	R&B (POTS)	5.10%	94,811				Cannot Determine
UNE	B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispat	R&B (POTS)	3.54%	756,925				Cannot Determine
UNE	B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/F	R&B (POTS)	9.69%	320				Cannot Determine
UNE	B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispa	R&B (POTS)	0.00%	13				Cannot Determine
UNE	B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circui	DS1/DS3	4.68%	2,159	4.76%	21	-0.0181	Met Standard
UNE	B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circui	DS1/DS3						Cannot Determine
UNE	B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circ	DS1/DS3	0.00%	1				Cannot Determine
UNE	B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circ	DS1/DS3						Cannot Determine
UNE	B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuit	R&B	5.07%	95,516	7.32%	779	-2.8402	Failed Standard
UNE	B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuit	R&B	3.53%	758,986	3.55%	11,490	-0.1367	Met Standard
UNE	B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuit	R&B	3.69%	436,228	3.80%	5,914	-0.4469	Met Standard
UNE	B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuit	R&B	3.30%	322,758	3.28%	5,576	0.0813	Met Standard
UNE	B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circ	R&B	9.12%	340	21.05%	19	-1.7588	Failed Standard
UNE	B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circ	R&B	0.00%	145	0.00%	1		Met Standard
UNE	B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circ	R&B	0.00%	27	0.00%	1		Met Standard
UNE	B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circ	R&B	0.00%	118				Cannot Determine
UNE	B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/F	R&B&D - Disp	5.03%	98,105	9.60%	125	-2.3375	Failed Standard
UNE	B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch N	R&B&D - Disp	5.03%	98,105	9.60%	125	-2.3375	Failed Standard
UNE	B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/	R&B&D - Disp	8.93%	347				Cannot Determine
UNE	B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch	R&B&D - Disp	8.93%	347				Cannot Determine
UNE	B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 c	ADSL to Retail	8.89%	13,100	5.21%	211	1.8629	Met Standard
UNE	B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 c	ADSL to Retail	8.63%	7,536				Cannot Determine
UNE	B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10	ADSL to Retail	0.00%	4				Cannot Determine
UNE	B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10	ADSL to Retail						Cannot Determine
UNE	B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/FL(I	ISDN - BRI	3.13%	383	4.29%	303	-0.8640	Met Standard
UNE	B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch	ISDN - BRI	0.86%	698				Cannot Determine
UNE	B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL	ISDN - BRI						Cannot Determine
UNE	B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispato	ISDN - BRI						Cannot Determine
UNE	B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/FL	ADSL to Retail	8.89%	13,100	28.57%	7	-1.8286	Failed Standard
UNE	B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispat	ADSL to Retail	8.63%	7,536	38.46%	13	-3.8286	Failed Standard
UNE	B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/F	ADSL to Retail	0.00%	4				Cannot Determine
UNE	B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispa	ADSL to Retail						Cannot Determine
UNE	B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/	R&B - Disp	5.07%	95,516	10.44%	364	-4.6549	Failed Standard
UNE	B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/	R&B - Disp	5.07%	95,516				Cannot Determine
UNE	B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuit	R&B - Disp	9.12%	340	25.00%	8	-1.5425	Met Standard
UNE	B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuit	R&B - Disp	9.12%	340				Cannot Determine
UNE	B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 cir	R&B (POTS) excl SB Or	5.10%	94,811	7.51%	759	-3.0048	Failed Standard
UNE	B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 cir	R&B (POTS) excl SB Or	3.31%	321,528	0.00%	18	0.7853	Met Standard
UNE	B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 c	R&B (POTS) excl SB Or	9.69%	320	8.33%	12	0.1557	Met Standard
UNE	B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 c	R&B (POTS) excl SB Or	0.00%	12				Cannot Determine
UNE	B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 c	R&B - Disp	5.07%	95,516	0.00%	1	0.2312	Met Standard
UNE	B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 c	R&B - Disp	5.07%	95,516				Cannot Determine
UNE	B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10	R&B - Disp	9.12%	340				Cannot Determine
UNE	B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10	R&B - Disp	9.12%	340				Cannot Determine
UNE	B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	5.10%	94,811	0.00%	1	0.2318	Met Standard
UNE	B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	3.31%	321,528	0.00%	1	0.1851	Met Standard
UNE	B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	9.69%	320	0.00%	2	0.4617	Met Standard
UNE	B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	0.00%	12				Cannot Determine
UNE	B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10	R&B - Disp	5.07%	95,516	8.54%	363	-3.0026	Failed Standard
UNE	B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10	R&B - Disp	5.07%	95,516				Cannot Determine
UNE	B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10	R&B - Disp	9.12%	340	14.29%	7	-0.4702	Met Standard
UNE	B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10	R&B - Disp	9.12%	340				Cannot Determine
UNE	B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	5.10%	94,811	5.18%	733	-0.1024	Met Standard
UNE	B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	3.31%	321,528	3.42%	847	-0.1806	Met Standard
UNE	B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	9.69%	320	20.00%	45	-2.1899	Failed Standard
UNE	B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	0.00%	12	10.71%	28		Failed Standard
UNE	B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/F	Design	3.32%	2,589	10.00%	20	-1.6602	Failed Standard
UNE	B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispa	Design	1.46%	412				Cannot Determine
UNE	B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/	Design	0.00%	7				Cannot Determine

UNE	B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Disp	Design	0.00%	97				Cannot Determine
UNE	B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispa	R&B	5.07%	95,516	0.00%	22	1.0843	Met Standard
UNE	B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-[	R&B	3.53%	758,986	20.00%	5	-1.9968	Failed Standard
UNE	B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Disp	R&B	9.12%	340	0.00%	3	0.5462	Met Standard
UNE	B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-	R&B	0.00%	145	0.00%	2		Met Standard
UNE	B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispat	R&B (POTS)	5.10%	94,811				Cannot Determine
UNE	B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-D	R&B (POTS)	3.54%	756,925	0.00%	1	0.1914	Met Standard
UNE	B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispa	R&B (POTS)	9.69%	320				Cannot Determine
UNE	B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-[	R&B (POTS)	0.00%	13				Cannot Determine
UNE	B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispa	R&B (POTS)	5.10%	94,811	0.00%	6	0.5679	Met Standard
UNE	B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-D	R&B (POTS)	3.54%	756,925	0.00%	4,076	12.1894	Met Standard
UNE	B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Disp	R&B (POTS)	9.69%	320				Cannot Determine
UNE	B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-	R&B (POTS)	0.00%	13	0.00%	8		Met Standard
UNE	B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispa	Digital Loop < DS1	8.46%	13,997	4.74%	506	2.9509	Met Standard
UNE	B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-	Digital Loop < DS1	7.54%	8,705				Cannot Determine
UNE	B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Disp	Digital Loop < DS1	0.00%	4				Cannot Determine
UNE	B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non	Digital Loop < DS1	0.00%	1				Cannot Determine
UNE	B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Disp	Digital Loop >= DS1	1.27%	471	6.59%	273	-6.2359	Failed Standard
UNE	B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non	Digital Loop >= DS1	0.00%	273				Cannot Determine
UNE	B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Di	Digital Loop >= DS1	0.00%	3				Cannot Determine
UNE	B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/No	Digital Loop >= DS1	0.00%	97				Cannot Determine
UNE		***Average Completion Notice Interval - Mechanized***								
UNE	B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL	R&B (POTS)	2.83	74,296				Cannot Determine
UNE	B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispat	R&B (POTS)	1.41	633,455				Cannot Determine
UNE	B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/F	R&B (POTS)	3.84	243				Cannot Determine
UNE	B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispa	R&B (POTS)	0.53	6				Cannot Determine
UNE	B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circui	DS1/ DS3 - Interoffice	68.99	1,710				Cannot Determine
UNE	B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circui	DS1/ DS3 - Interoffice						Cannot Determine
UNE	B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circu	DS1/ DS3 - Interoffice	0.02	1				Cannot Determine
UNE	B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circu	DS1/ DS3 - Interoffice						Cannot Determine
UNE	B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuit	R&B	2.87	74,826	0.43	576	4.1422	Met Standard
UNE	B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuit	R&B	1.42	635,208	1.01	11,052	6.3902	Met Standard
UNE	B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuit	R&B	1.80	364,935	0.94	5,192	7.6570	Met Standard
UNE	B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuit	R&B	0.90	270,273	1.06	5,860	-3.0812	Failed Standard
UNE	B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circu	R&B	4.30	268	0.50	5	0.4644	Met Standard
UNE	B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circu	R&B	1.90	98	0.94	3	0.2380	Met Standard
UNE	B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circu	R&B	0.84	23	0.73	1	0.2528	Met Standard
UNE	B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circu	R&B	2.23	75	1.05	2	0.2100	Met Standard
UNE	B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/F	R&B&D - Disp	6.47	76,693				Cannot Determine
UNE	B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch I	R&B&D - Disp						Cannot Determine
UNE	B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/	R&B&D - Disp	4.75	273				Cannot Determine
UNE	B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch	R&B&D - Disp						Cannot Determine
UNE	B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 c	ADSL to Retail	10.13	9,879				Cannot Determine
UNE	B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 c	ADSL to Retail	1.19	5,673				Cannot Determine
UNE	B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10	ADSL to Retail	0.81	3				Cannot Determine
UNE	B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10	ADSL to Retail						Cannot Determine
UNE	B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(I	ISDN - BRI	42.59	355	18.36	17	1.7541	Met Standard
UNE	B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch	ISDN - BRI	6.81	322				Cannot Determine
UNE	B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL	ISDN - BRI						Cannot Determine
UNE	B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispato	ISDN - BRI						Cannot Determine
UNE	B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FI	ADSL to Retail	10.13	9,879				Cannot Determine
UNE	B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispat	ADSL to Retail	1.19	5,673				Cannot Determine
UNE	B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/F	ADSL to Retail	0.81	3				Cannot Determine
UNE	B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispa	ADSL to Retail						Cannot Determine
UNE	B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/	R&B - Disp	2.87	74,826	26.86	425	-35.1151	Failed Standard
UNE	B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/	R&B - Disp	2.87	74,826				Cannot Determine
UNE	B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuit	R&B - Disp	4.30	268	13.71	5	-1.1474	Met Standard
UNE	B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuit	R&B - Disp	4.30	268				Cannot Determine
UNE	B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 cir	R&B (POTS) excl SB Or	2.83	74,296	0.36	655	4.5383	Met Standard
UNE	B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 cir	R&B (POTS) excl SB Or	0.89	269,207	0.17	3	0.3011	Met Standard
UNE	B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 c	R&B (POTS) excl SB Or	3.84	243	0.73	14	0.6403	Met Standard
UNE	B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 c	R&B (POTS) excl SB Or	0.60	5				Cannot Determine
UNE	B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 c	R&B - Disp	2.87	74,826				Cannot Determine
UNE	B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 c	R&B - Disp	2.87	74,826				Cannot Determine
UNE	B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10	R&B - Disp	4.30	268				Cannot Determine
UNE	B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10	R&B - Disp	4.30	268				Cannot Determine

UNE	B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	2.83	74,296				Cannot Determine
UNE	B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	0.89	269,207				Cannot Determine
UNE	B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	3.84	243				Cannot Determine
UNE	B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/	R&B (POTS) excl SB Or	0.60	5				Cannot Determine
UNE	B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10	R&B - Disp	2.87	74,826	14.36	352	-15.3210	Failed Standard
UNE	B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10	R&B - Disp	2.87	74,826				Cannot Determine
UNE	B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=1(	R&B - Disp	4.30	268	0.70	6	0.4806	Met Standard
UNE	B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=1(	R&B - Disp	4.30	268				Cannot Determine
UNE	B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	2.83	74,296	0.46	390	3.3700	Met Standard
UNE	B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	0.89	269,207	0.51	531	2.0890	Met Standard
UNE	B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	3.84	243	0.48	21	0.8358	Met Standard
UNE	B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design	R&B (POTS) excl SB Or	0.60	5	0.18	13	0.1010	Met Standard
UNE	B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/F	Design	150.79	1,867				Cannot Determine
UNE	B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispa	Design	24.63	524				Cannot Determine
UNE	B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/	Design	28.86	5				Cannot Determine
UNE	B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Disp	Design	2.42	31				Cannot Determine
UNE	B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispa	R&B	2.87	74,826	0.03	1	0.2019	Met Standard
UNE	B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-[	R&B	1.42	635,208				Cannot Determine
UNE	B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Disp	R&B	4.30	268				Cannot Determine
UNE	B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-	R&B	1.90	98				Cannot Determine
UNE	B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispat	R&B (POTS)	2.83	74,296				Cannot Determine
UNE	B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-D	R&B (POTS)	1.41	633,455				Cannot Determine
UNE	B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispa	R&B (POTS)	3.84	243				Cannot Determine
UNE	B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-[	R&B (POTS)	0.53	6				Cannot Determine
UNE	B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispat	R&B (POTS)	2.83	74,296	3.27	1	-0.0314	Met Standard
UNE	B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-D	R&B (POTS)	1.41	633,455	0.87	3,028	4.5379	Met Standard
UNE	B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Disp	R&B (POTS)	3.84	243				Cannot Determine
UNE	B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-	R&B (POTS)	0.53	6				Cannot Determine
UNE	B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispa	Digital Loop < DS1	13.71	10,529	18.36	17	-0.2314	Met Standard
UNE	B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-	Digital Loop < DS1	1.49	6,577				Cannot Determine
UNE	B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Disp	Digital Loop < DS1	0.81	3				Cannot Determine
UNE	B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non	Digital Loop < DS1	0.88	5				Cannot Determine
UNE	B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Disp	Digital Loop >= DS1	206.23	420	37.22	93	5.6237	Met Standard
UNE	B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non	Digital Loop >= DS1	9.02	449				Cannot Determine
UNE	B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Di	Digital Loop >= DS1	1.16	2				Cannot Determine
UNE	B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Nc	Digital Loop >= DS1	2.49	30				Cannot Determine
UNE		***Average Completion Notice Interval - Non-Mechanized***								
UNE	B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FI	Diagnostic						Diagnostic
UNE	B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/I	Diagnostic						Diagnostic
UNE	B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circui	Diagnostic			27.09	27		Diagnostic
UNE	B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circui	Diagnostic						Diagnostic
UNE	B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circ	Diagnostic						Diagnostic
UNE	B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circ	Diagnostic						Diagnostic
UNE	B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuit	Diagnostic			26.82	124		Diagnostic
UNE	B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuit	Diagnostic			17.05	838		Diagnostic
UNE	B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuit	Diagnostic			17.96	532		Diagnostic
UNE	B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuit	Diagnostic			15.47	306		Diagnostic
UNE	B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circ	Diagnostic			17.88	4		Diagnostic
UNE	B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circ	Diagnostic			21.94	4		Diagnostic
UNE	B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circ	Diagnostic			37.02	2		Diagnostic
UNE	B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circ	Diagnostic			6.86	2		Diagnostic
UNE	B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/F	Diagnostic			48.22	83		Diagnostic
UNE	B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch I	Diagnostic						Diagnostic
UNE	B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch	Diagnostic						Diagnostic
UNE	B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic			43.49	183		Diagnostic
UNE	B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic						Diagnostic
UNE	B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(I	Diagnostic			41.77	249		Diagnostic
UNE	B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch	Diagnostic						Diagnostic
UNE	B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL	Diagnostic						Diagnostic
UNE	B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FI	Diagnostic			19.28	9		Diagnostic

UNE	B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispat	Diagnostic			15.89	22		Diagnostic
UNE	B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/I	Diagnostic						Diagnostic
UNE	B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/	Diagnostic			45.06	18		Diagnostic
UNE	B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/	Diagnostic						Diagnostic
UNE	B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuit	Diagnostic						Diagnostic
UNE	B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuit	Diagnostic						Diagnostic
UNE	B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 cir	Diagnostic			18.96	78		Diagnostic
UNE	B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 cir	Diagnostic			24.80	3		Diagnostic
UNE	B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 c	Diagnostic			26.16	2		Diagnostic
UNE	B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 c	Diagnostic						Diagnostic
UNE	B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 (	Diagnostic						Diagnostic
UNE	B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 (	Diagnostic						Diagnostic
UNE	B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/	Diagnostic			16.47	1		Diagnostic
UNE	B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10	Diagnostic			54.88	28		Diagnostic
UNE	B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10	Diagnostic						Diagnostic
UNE	B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=1(	Diagnostic						Diagnostic
UNE	B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=1(	Diagnostic						Diagnostic
UNE	B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design	Diagnostic			22.76	21		Diagnostic
UNE	B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design	Diagnostic			25.66	23		Diagnostic
UNE	B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design	Diagnostic			30.23	2		Diagnostic
UNE	B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design	Diagnostic						Diagnostic
UNE	B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/F	Diagnostic			73.79	7		Diagnostic
UNE	B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispa	Diagnostic			20.28	54		Diagnostic
UNE	B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-D	Diagnostic			33.79	12		Diagnostic
UNE	B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispat	Diagnostic						Diagnostic
UNE	B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-D	Diagnostic			28.09	4		Diagnostic
UNE	B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispa	Diagnostic						Diagnostic
UNE	B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-I	Diagnostic						Diagnostic
UNE	B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispat	Diagnostic			30.35	9		Diagnostic
UNE	B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-D	Diagnostic			8.91	335		Diagnostic
UNE	B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-	Diagnostic			0.63	5		Diagnostic
UNE	B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispa	Diagnostic			42.54	420		Diagnostic
UNE	B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Disp	Diagnostic			55.52	261		Diagnostic
UNE	B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Di	Diagnostic						Diagnostic
UNE	B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/No	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time - Mechanized***								
UNE	B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FI	Diagnostic						Diagnostic
UNE	B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/I	Diagnostic						Diagnostic
UNE	B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circui	Diagnostic						Diagnostic
UNE	B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circui	Diagnostic						Diagnostic
UNE	B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circ	Diagnostic						Diagnostic
UNE	B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circ	Diagnostic						Diagnostic
UNE	B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuit	Diagnostic			3.37	262		Diagnostic
UNE	B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuit	Diagnostic			0.68	4,825		Diagnostic
UNE	B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circ	Diagnostic			5.00	1		Diagnostic
UNE	B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circ	Diagnostic						Diagnostic
UNE	B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispa	Diagnostic						Diagnostic

UNE	B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic						Diagnostic
UNE	B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic						Diagnostic
UNE	B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(	Diagnostic			11.60	5		Diagnostic
UNE	B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch	Diagnostic						Diagnostic
UNE	B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL	Diagnostic						Diagnostic
UNE	B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispat(	Diagnostic						Diagnostic
UNE	B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FI	Diagnostic						Diagnostic
UNE	B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/I	Diagnostic						Diagnostic
UNE	B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/	Diagnostic			5.10	244		Diagnostic
UNE	B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/	Diagnostic						Diagnostic
UNE	B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuit	Diagnostic			6.00	2		Diagnostic
UNE	B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuit	Diagnostic						Diagnostic
UNE	B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 cir	Diagnostic			4.41	49		Diagnostic
UNE	B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 cir	Diagnostic						Diagnostic
UNE	B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 c	Diagnostic			5.75	4		Diagnostic
UNE	B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 c	Diagnostic						Diagnostic
UNE	B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 c	Diagnostic						Diagnostic
UNE	B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 c	Diagnostic						Diagnostic
UNE	B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10	Diagnostic			5.25	8		Diagnostic
UNE	B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10	Diagnostic						Diagnostic
UNE	B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=1(	Diagnostic						Diagnostic
UNE	B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=1(	Diagnostic						Diagnostic
UNE	B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic						Diagnostic
UNE	B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic			5.00	1		Diagnostic
UNE	B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic						Diagnostic
UNE	B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic						Diagnostic
UNE	B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispa	Diagnostic			7.00	1		Diagnostic
UNE	B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-D	Diagnostic						Diagnostic
UNE	B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispat(	Diagnostic						Diagnostic
UNE	B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-D	Diagnostic						Diagnostic
UNE	B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispa	Diagnostic						Diagnostic
UNE	B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-I	Diagnostic						Diagnostic
UNE	B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispat	Diagnostic						Diagnostic
UNE	B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-D	Diagnostic			0.70	1,999		Diagnostic
UNE	B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispa	Diagnostic			11.60	5		Diagnostic
UNE	B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Disp	Diagnostic			6.19	16		Diagnostic
UNE	B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Di	Diagnostic						Diagnostic
UNE	B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/No	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time - Partially Mechanized***								
UNE	B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL	Diagnostic						Diagnostic
UNE	B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/I	Diagnostic						Diagnostic

UNE	B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circui	Diagnostic						Diagnostic
UNE	B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circui	Diagnostic						Diagnostic
UNE	B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circ	Diagnostic						Diagnostic
UNE	B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circ	Diagnostic						Diagnostic
UNE	B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuit	Diagnostic			3.53	137		Diagnostic
UNE	B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuit	Diagnostic			1.63	3,246		Diagnostic
UNE	B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circ	Diagnostic			1.00	1		Diagnostic
UNE	B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circ	Diagnostic			4.00	2		Diagnostic
UNE	B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic						Diagnostic
UNE	B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic						Diagnostic
UNE	B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(	Diagnostic			10.73	11		Diagnostic
UNE	B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch	Diagnostic						Diagnostic
UNE	B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL	Diagnostic						Diagnostic
UNE	B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FI	Diagnostic						Diagnostic
UNE	B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/I	Diagnostic						Diagnostic
UNE	B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/	Diagnostic			6.55	99		Diagnostic
UNE	B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/	Diagnostic						Diagnostic
UNE	B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuit	Diagnostic						Diagnostic
UNE	B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuit	Diagnostic						Diagnostic
UNE	B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 cir	Diagnostic			4.30	404		Diagnostic
UNE	B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 cir	Diagnostic			8.67	3		Diagnostic
UNE	B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 c	Diagnostic			7.67	6		Diagnostic
UNE	B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 c	Diagnostic						Diagnostic
UNE	B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 c	Diagnostic						Diagnostic
UNE	B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 c	Diagnostic						Diagnostic
UNE	B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10	Diagnostic			7.12	138		Diagnostic
UNE	B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10	Diagnostic						Diagnostic
UNE	B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10	Diagnostic			10.67	3		Diagnostic
UNE	B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/	Diagnostic			5.86	243		Diagnostic
UNE	B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/	Diagnostic			5.31	340		Diagnostic
UNE	B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/	Diagnostic			8.13	16		Diagnostic
UNE	B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/	Diagnostic			6.90	10		Diagnostic
UNE	B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispa	Diagnostic						Diagnostic
UNE	B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-D	Diagnostic						Diagnostic
UNE	B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispat	Diagnostic						Diagnostic
UNE	B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-D	Diagnostic						Diagnostic
UNE	B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispa	Diagnostic						Diagnostic
UNE	B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-I	Diagnostic						Diagnostic
UNE	B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispat	Diagnostic			4.00	1		Diagnostic
UNE	B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-D	Diagnostic			0.94	466		Diagnostic
UNE	B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispa	Diagnostic			10.73	11		Diagnostic

UNE	B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dis	Diagnostic						Diagnostic
UNE	B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Nor	Diagnostic						Diagnostic
UNE	B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dis	Diagnostic			7.74	23		Diagnostic
UNE	B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Nor	Diagnostic						Diagnostic
UNE	B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Di	Diagnostic						Diagnostic
UNE	B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/No	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time - Non-Mechanized***								
UNE	B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FI	Diagnostic						Diagnostic
UNE	B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circui	Diagnostic			25.13	16		Diagnostic
UNE	B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circui	Diagnostic						Diagnostic
UNE	B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circ	Diagnostic						Diagnostic
UNE	B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circ	Diagnostic						Diagnostic
UNE	B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuit	Diagnostic			5.29	51		Diagnostic
UNE	B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuit	Diagnostic			3.50	104		Diagnostic
UNE	B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circ	Diagnostic			14.00	1		Diagnostic
UNE	B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circ	Diagnostic			5.00	2		Diagnostic
UNE	B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/F	Diagnostic			11.11	30		Diagnostic
UNE	B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic			7.20	35		Diagnostic
UNE	B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic						Diagnostic
UNE	B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL((	Diagnostic			11.90	143		Diagnostic
UNE	B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch	Diagnostic						Diagnostic
UNE	B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL	Diagnostic						Diagnostic
UNE	B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FI	Diagnostic			6.00	3		Diagnostic
UNE	B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispat	Diagnostic			5.25	4		Diagnostic
UNE	B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/	Diagnostic			7.22	9		Diagnostic
UNE	B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/	Diagnostic						Diagnostic
UNE	B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuit	Diagnostic						Diagnostic
UNE	B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuit	Diagnostic						Diagnostic
UNE	B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 cir	Diagnostic			5.73	30		Diagnostic
UNE	B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 cir	Diagnostic			6.00	1		Diagnostic
UNE	B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 c	Diagnostic						Diagnostic
UNE	B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 c	Diagnostic						Diagnostic
UNE	B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 (	Diagnostic						Diagnostic
UNE	B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 (	Diagnostic						Diagnostic
UNE	B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic			7.00	1		Diagnostic
UNE	B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10	Diagnostic			7.67	12		Diagnostic
UNE	B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10	Diagnostic						Diagnostic
UNE	B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=1(	Diagnostic						Diagnostic
UNE	B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=1(	Diagnostic						Diagnostic
UNE	B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic			6.40	10		Diagnostic
UNE	B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic			5.73	11		Diagnostic
UNE	B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic			8.00	1		Diagnostic
UNE	B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic						Diagnostic
UNE	B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispa	Diagnostic			8.57	23		Diagnostic
UNE	B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-[	Diagnostic			19.00	3		Diagnostic

UNE	B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispat	Diagnostic						Diagnostic
UNE	B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-D	Diagnostic			2.00	1		Diagnostic
UNE	B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispa	Diagnostic						Diagnostic
UNE	B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-I	Diagnostic						Diagnostic
UNE	B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispat	Diagnostic			7.33	6		Diagnostic
UNE	B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-D	Diagnostic			3.50	298		Diagnostic
UNE	B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-	Diagnostic			2.00	2		Diagnostic
UNE	B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispa	Diagnostic			10.98	178		Diagnostic
UNE	B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Nor	Diagnostic						Diagnostic
UNE	B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Disp	Diagnostic			7.85	93		Diagnostic
UNE	B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Nor	Diagnostic						Diagnostic
UNE	B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Di	Diagnostic						Diagnostic
UNE	B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/No	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time (offered) - Mechanized***								
UNE	B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FI	Diagnostic						Diagnostic
UNE	B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circui	Diagnostic						Diagnostic
UNE	B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circui	Diagnostic						Diagnostic
UNE	B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circu	Diagnostic						Diagnostic
UNE	B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circu	Diagnostic						Diagnostic
UNE	B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuit	Diagnostic			3.35	253		Diagnostic
UNE	B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuit	Diagnostic			0.71	4,269		Diagnostic
UNE	B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circu	Diagnostic			5.00	1		Diagnostic
UNE	B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circu	Diagnostic						Diagnostic
UNE	B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic						Diagnostic
UNE	B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic						Diagnostic
UNE	B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(	Diagnostic			11.60	5		Diagnostic
UNE	B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch	Diagnostic						Diagnostic
UNE	B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL	Diagnostic						Diagnostic
UNE	B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FI	Diagnostic						Diagnostic
UNE	B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/I	Diagnostic						Diagnostic
UNE	B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/	Diagnostic			5.09	238		Diagnostic
UNE	B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/	Diagnostic						Diagnostic
UNE	B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuit	Diagnostic			6.00	2		Diagnostic
UNE	B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuit	Diagnostic						Diagnostic
UNE	B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 cir	Diagnostic			4.41	49		Diagnostic
UNE	B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 cir	Diagnostic						Diagnostic
UNE	B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 c	Diagnostic			5.75	4		Diagnostic
UNE	B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 c	Diagnostic						Diagnostic
UNE	B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 c	Diagnostic						Diagnostic
UNE	B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 c	Diagnostic						Diagnostic
UNE	B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10	Diagnostic			5.25	8		Diagnostic
UNE	B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10	Diagnostic						Diagnostic
UNE	B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10	Diagnostic						Diagnostic

UNE	B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=1(	Diagnostic						Diagnostic
UNE	B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic						Diagnostic
UNE	B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic			5.00	1		Diagnostic
UNE	B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic						Diagnostic
UNE	B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic						Diagnostic
UNE	B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispa	Diagnostic			7.00	1		Diagnostic
UNE	B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-D	Diagnostic						Diagnostic
UNE	B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispat	Diagnostic						Diagnostic
UNE	B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-D	Diagnostic						Diagnostic
UNE	B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispa	Diagnostic						Diagnostic
UNE	B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-I	Diagnostic						Diagnostic
UNE	B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispa	Diagnostic						Diagnostic
UNE	B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-D	Diagnostic			0.70	1,999		Diagnostic
UNE	B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispa	Diagnostic			11.60	5		Diagnostic
UNE	B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Disp	Diagnostic			6.29	14		Diagnostic
UNE	B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Di	Diagnostic						Diagnostic
UNE	B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/No	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time (offered) - Partially Mechanized***								
UNE	B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FI	Diagnostic						Diagnostic
UNE	B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circui	Diagnostic						Diagnostic
UNE	B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circui	Diagnostic						Diagnostic
UNE	B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circ	Diagnostic						Diagnostic
UNE	B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circ	Diagnostic						Diagnostic
UNE	B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuit	Diagnostic			3.52	123		Diagnostic
UNE	B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuit	Diagnostic			1.65	2,827		Diagnostic
UNE	B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circ	Diagnostic			1.00	1		Diagnostic
UNE	B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circ	Diagnostic			4.00	2		Diagnostic
UNE	B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic						Diagnostic
UNE	B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic						Diagnostic
UNE	B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL((	Diagnostic			10.90	10		Diagnostic
UNE	B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch	Diagnostic						Diagnostic
UNE	B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL	Diagnostic						Diagnostic
UNE	B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FI	Diagnostic						Diagnostic
UNE	B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/	Diagnostic			6.59	95		Diagnostic
UNE	B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/	Diagnostic						Diagnostic
UNE	B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuit	Diagnostic						Diagnostic
UNE	B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuit	Diagnostic						Diagnostic
UNE	B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 cir	Diagnostic			4.30	401		Diagnostic
UNE	B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 cir	Diagnostic			8.67	3		Diagnostic
UNE	B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 c	Diagnostic			8.50	4		Diagnostic
UNE	B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 c	Diagnostic						Diagnostic

UNE	B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 (	Diagnostic						Diagnostic
UNE	B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 (	Diagnostic						Diagnostic
UNE	B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10	Diagnostic			7.01	134		Diagnostic
UNE	B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10	Diagnostic						Diagnostic
UNE	B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=1(	Diagnostic			12.50	2		Diagnostic
UNE	B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=1(	Diagnostic						Diagnostic
UNE	B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic			5.86	239		Diagnostic
UNE	B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic			5.31	340		Diagnostic
UNE	B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic			7.67	15		Diagnostic
UNE	B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic			6.90	10		Diagnostic
UNE	B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispa	Diagnostic						Diagnostic
UNE	B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-D	Diagnostic						Diagnostic
UNE	B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispat	Diagnostic						Diagnostic
UNE	B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-D	Diagnostic						Diagnostic
UNE	B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispa	Diagnostic						Diagnostic
UNE	B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-I	Diagnostic						Diagnostic
UNE	B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispat	Diagnostic			4.00	1		Diagnostic
UNE	B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-D	Diagnostic			0.93	435		Diagnostic
UNE	B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispa	Diagnostic			10.90	10		Diagnostic
UNE	B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Disp	Diagnostic			7.60	20		Diagnostic
UNE	B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Di	Diagnostic						Diagnostic
UNE	B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/No	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time (offered) - Non-Mechanized***								
UNE	B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL	Diagnostic						Diagnostic
UNE	B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circui	Diagnostic			24.60	15		Diagnostic
UNE	B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circui	Diagnostic						Diagnostic
UNE	B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circu	Diagnostic						Diagnostic
UNE	B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circu	Diagnostic						Diagnostic
UNE	B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuit	Diagnostic			5.33	45		Diagnostic
UNE	B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuit	Diagnostic			3.57	94		Diagnostic
UNE	B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circu	Diagnostic						Diagnostic
UNE	B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circu	Diagnostic			5.00	2		Diagnostic
UNE	B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/F	Diagnostic			11.64	27		Diagnostic
UNE	B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic			7.41	32		Diagnostic
UNE	B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 c	Diagnostic						Diagnostic
UNE	B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10	Diagnostic						Diagnostic
UNE	B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(	Diagnostic			12.04	129		Diagnostic
UNE	B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch	Diagnostic						Diagnostic
UNE	B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL	Diagnostic						Diagnostic
UNE	B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL	Diagnostic			7.00	2		Diagnostic

UNE	B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispat	Diagnostic			5.25	4		Diagnostic
UNE	B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/I	Diagnostic						Diagnostic
UNE	B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/	Diagnostic			7.22	9		Diagnostic
UNE	B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/	Diagnostic						Diagnostic
UNE	B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuit	Diagnostic						Diagnostic
UNE	B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuit	Diagnostic						Diagnostic
UNE	B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 cir	Diagnostic			5.86	29		Diagnostic
UNE	B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 cir	Diagnostic						Diagnostic
UNE	B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 c	Diagnostic						Diagnostic
UNE	B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 c	Diagnostic						Diagnostic
UNE	B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 c	Diagnostic						Diagnostic
UNE	B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 c	Diagnostic						Diagnostic
UNE	B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10	Diagnostic						Diagnostic
UNE	B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic			7.00	1		Diagnostic
UNE	B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10	Diagnostic			7.67	12		Diagnostic
UNE	B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10	Diagnostic						Diagnostic
UNE	B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=1(	Diagnostic						Diagnostic
UNE	B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=1(	Diagnostic						Diagnostic
UNE	B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic			6.40	10		Diagnostic
UNE	B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic			5.73	11		Diagnostic
UNE	B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic			8.00	1		Diagnostic
UNE	B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design	Diagnostic						Diagnostic
UNE	B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/F	Diagnostic						Diagnostic
UNE	B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/	Diagnostic						Diagnostic
UNE	B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Disp	Diagnostic						Diagnostic
UNE	B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispa	Diagnostic			8.64	22		Diagnostic
UNE	B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-D	Diagnostic			19.00	3		Diagnostic
UNE	B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispat	Diagnostic						Diagnostic
UNE	B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-D	Diagnostic			2.00	1		Diagnostic
UNE	B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispa	Diagnostic						Diagnostic
UNE	B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-I	Diagnostic						Diagnostic
UNE	B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispat	Diagnostic			5.50	4		Diagnostic
UNE	B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-D	Diagnostic			2.48	280		Diagnostic
UNE	B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispa	Diagnostic			11.12	161		Diagnostic
UNE	B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-	Diagnostic						Diagnostic
UNE	B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Disp	Diagnostic						Diagnostic
UNE	B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Disp	Diagnostic			7.89	88		Diagnostic
UNE	B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non	Diagnostic						Diagnostic
UNE	B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Di	Diagnostic						Diagnostic
UNE	B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/No	Diagnostic						Diagnostic
UNE		***Disconnect Timeliness***								
UNE	B.2.31	P-13	LNP/FL(%)	>= 95% w in 15 min						Cannot Determine
UNE		***% Completions w/o Notice or < 24 hours***								
UNE	B.2.32.1.1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/I	Diagnostic			0.00%	21		Diagnostic
UNE	B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispa	Diagnostic						Diagnostic
UNE	B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/I	Diagnostic			1.89%	530		Diagnostic
UNE	B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispa	Diagnostic			7.83%	9,044		Diagnostic
UNE	B.2.32.4.1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic			0.00%	53		Diagnostic
UNE	B.2.32.4.2	P-6	Combo Other/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispa	Diagnostic			0.00%	133		Diagnostic
UNE	B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-D	Diagnostic						Diagnostic
UNE	B.2.32.6.1	P-6	UNE ISDN/Dispatch/FL(%)	Diagnostic			0.00%	242		Diagnostic
UNE	B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/FL(%)	Diagnostic						Diagnostic

UNE	B.2.32.7.1	P-6	Line Sharing/Dispatch/FL(%)	Diagnostic			0.00%	7		Diagnostic
UNE	B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			0.00%	17		Diagnostic
UNE	B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/FL	Diagnostic			0.00%	84		Diagnostic
UNE	B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispat	Diagnostic						Diagnostic
UNE	B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispat	Diagnostic			0.00%	121		Diagnostic
UNE	B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-D	Diagnostic			0.00%	3		Diagnostic
UNE	B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispa	Diagnostic						Diagnostic
UNE	B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-	Diagnostic						Diagnostic
UNE	B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/	Diagnostic			0.00%	1		Diagnostic
UNE	B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/	Diagnostic						Diagnostic
UNE	B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Disp	Diagnostic			0.00%	175		Diagnostic
UNE	B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non	Diagnostic						Diagnostic
UNE	B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design	Diagnostic			0.00%	287		Diagnostic
UNE	B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design	Diagnostic			0.00%	371		Diagnostic
UNE	B.2.32.14.1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			0.00%	287		Diagnostic
UNE	B.2.32.14.2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.15.1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			0.00%	452		Diagnostic
UNE	B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/FL(	Diagnostic			0.00%	13		Diagnostic
UNE	B.2.32.16.1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/FL(%	Diagnostic			0.00%	4		Diagnostic
UNE	B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic			0.00%	9		Diagnostic
UNE	B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/FL(	Diagnostic			0.00%	3,442		Diagnostic
UNE	B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			0.00%	366		Diagnostic
UNE	B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/FL	Diagnostic						Diagnostic
UNE	B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/FL(%)	Diagnostic			0.00%	207		Diagnostic
UNE	B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/F	Diagnostic						Diagnostic
UNE		***% Cooperative Test Attempts for xDSL***								
UNE	B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/FL(%	>= 95% of requests			100.00%	184		Met Standard
UNE	B.2.33.2	P-8	xDSL Other/FL(%)	>= 95% of requests						Cannot Determine
UNE		***Service Order Accuracy***								
UNE	B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispat	>= 95%			98.00%	100		Met Standard
UNE	B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-D	>= 95%			100.00%	90		Met Standard
UNE	B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispa	>= 95%			93.10%	29		Failed Standard
UNE	B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-	>= 95%						Cannot Determine
UNE	B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispa	>= 95%			99.09%	110		Met Standard
UNE	B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-I	>= 95%			98.33%	120		Met Standard
UNE	B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Disp	>= 95%			97.50%	80		Met Standard
UNE	B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non	>= 95%			100.00%	126		Met Standard
UNE										
UNE		**Unbundled Network Elements - Maintenance and Repair**								
UNE		***Missed Repair Appointments***								
UNE	B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL(%)	R&B (POTS)	8.15%	85,463				Cannot Determine
UNE	B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.06%	50,903				Cannot Determine
UNE	B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/I	DS1/DS3	0.92%	867	0.00%	3	0.1669	Met Standard
UNE	B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispa	DS1/DS3	0.33%	605	0.00%	6	0.1404	Met Standard
UNE	B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/I	R&B	8.27%	86,860	5.55%	2,217	4.5911	Met Standard
UNE	B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispa	R&B	1.14%	51,873	0.90%	1,218	0.7790	Met Standard
UNE	B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	8.20%	88,166	0.00%	34	1.7429	Met Standard
UNE	B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	8.20%	88,166	0.00%	36	1.7935	Met Standard
UNE	B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispa	ADSL to Retail	42.80%	2,708	0.00%	41	5.4972	Met Standard
UNE	B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-D	ADSL to Retail	4.46%	3,406	0.00%	15	0.8352	Met Standard
UNE	B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	5.73%	192	1.03%	97	1.6229	Met Standard
UNE	B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.43%	230	2.44%	41	-1.7969	Failed Standard
UNE	B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	42.80%	2,708	60.00%	5	-0.7766	Met Standard
UNE	B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.46%	3,406	17.65%	34	-3.7047	Failed Standard
UNE	B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL	R&B - Disp	8.27%	86,860	2.30%	739	5.8653	Met Standard
UNE	B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispat	R&B - Disp	8.27%	86,860	0.00%	164	3.8409	Met Standard
UNE	B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispat	R&B (POTS) excl SB FT	8.13%	85,185	9.18%	904	-1.1459	Met Standard
UNE	B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-D	R&B (POTS) excl SB FT	0.80%	41,514	3.17%	63	-2.1094	Failed Standard
UNE	B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)	Design	3.87%	2,506	13.33%	15	-1.8943	Failed Standard
UNE	B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	1.19%	2,859	0.00%	6	0.2684	Met Standard
UNE	B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	8.27%	86,860	11.27%	71	-0.9176	Met Standard
UNE	B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(	R&B	1.14%	51,873	2.17%	46	-0.6573	Met Standard
UNE	B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	8.15%	85,463				Cannot Determine
UNE	B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(	R&B (POTS)	1.06%	50,903				Cannot Determine
UNE		***Customer Trouble Report Rate***								

UNE	B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)	R&B (POTS)	1.53%	5,567,908				Cannot Determine
UNE	B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	0.91%	5,567,908				Cannot Determine
UNE	B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/I	DS1/DS3	1.67%	52,050	0.22%	1,360	4.0764	Met Standard
UNE	B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispa	DS1/DS3	1.16%	52,050	0.44%	1,360	2.4352	Met Standard
UNE	B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/I	R&B	1.47%	5,920,127	0.97%	229,509	19.4503	Met Standard
UNE	B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispa	R&B	0.88%	5,920,127	0.53%	229,509	17.3502	Met Standard
UNE	B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1.34%	6,556,724	2.37%	1,434	-3.3512	Failed Standard
UNE	B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	1.34%	6,556,724	2.51%	1,434	-3.8066	Failed Standard
UNE	B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispa	ADSL to Retail	1.13%	239,875	0.78%	5,235	2.3290	Met Standard
UNE	B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-D	ADSL to Retail	1.42%	239,875	0.29%	5,235	6.8079	Met Standard
UNE	B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	0.78%	24,518	1.51%	6,421	-5.8649	Failed Standard
UNE	B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.94%	24,518	0.64%	6,421	2.2062	Met Standard
UNE	B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	1.13%	239,875	0.32%	1,565	3.0040	Met Standard
UNE	B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	1.42%	239,875	2.17%	1,565	-2.4905	Failed Standard
UNE	B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL	R&B - Disp	1.47%	5,920,127	0.96%	77,051	11.5686	Met Standard
UNE	B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispat	R&B - Disp	1.47%	5,920,127	0.21%	77,051	28.5599	Met Standard
UNE	B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispat	R&B (POTS) excl SB FT	1.53%	5,567,908	1.44%	62,593	1.7233	Met Standard
UNE	B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-D	R&B (POTS) excl SB FT	0.75%	5,567,908	0.10%	62,593	18.5826	Met Standard
UNE	B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)	Design	0.28%	898,496	1.16%	1,290	-6.0068	Failed Standard
UNE	B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0.32%	898,496	0.47%	1,290	-0.9348	Met Standard
UNE	B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL(%)	R&B	1.47%	5,920,127	11.47%	619	-20.5449	Failed Standard
UNE	B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL(	R&B	0.88%	5,920,127	7.43%	619	-17.4220	Failed Standard
UNE	B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	1.53%	5,567,908				Cannot Determine
UNE	B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(	R&B (POTS)	0.91%	5,567,908				Cannot Determine
UNE		***Maintenance Average Duration***								
UNE	B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	16.64	85,463				Cannot Determine
UNE	B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL(hours	R&B (POTS)	5.30	50,903				Cannot Determine
UNE	B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/I	DS1/DS3	3.91	867	2.79	3	0.2738	Met Standard
UNE	B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispa	DS1/DS3	1.76	605	1.61	6	0.0950	Met Standard
UNE	B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/I	R&B	16.63	86,860	13.16	2,217	7.1549	Met Standard
UNE	B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispa	R&B	5.29	51,873	3.56	1,218	4.4103	Met Standard
UNE	B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	16.69	88,166	4.12	34	2.4711	Met Standard
UNE	B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL(hour	R&B&D - Disp	16.69	88,166	2.34	36	5.2639	Met Standard
UNE	B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispa	ADSL to Retail	51.28	2,708	3.65	41	2.0685	Met Standard
UNE	B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-D	ADSL to Retail	5.20	3,406	1.94	15	0.2051	Met Standard
UNE	B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	6.97	192	4.88	97	1.3128	Met Standard
UNE	B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	2.45	230	5.67	41	-5.5714	Failed Standard
UNE	B.3.3.7.1	M&R-3	Line Sharing/Dispatch/FL(hours)	ADSL to Retail	51.28	2,708	40.80	5	0.1600	Met Standard
UNE	B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/FL(hours	ADSL to Retail	5.20	3,406	11.85	34	-0.6284	Met Standard
UNE	B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/FL	R&B - Disp	16.63	86,860	4.89	739	14.0794	Met Standard
UNE	B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispat	R&B - Disp	16.63	86,860	2.11	164	13.7065	Met Standard
UNE	B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispat	R&B (POTS) excl SB FT	16.62	85,185	12.79	904	5.0922	Met Standard
UNE	B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-D	R&B (POTS) excl SB FT	5.38	41,514	6.20	63	-0.4687	Met Standard
UNE	B.3.3.10.1	M&R-3	Other Design/Dispatch/FL(hours)	Design	14.60	2,506	6.13	15	0.2823	Met Standard
UNE	B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/FL(hour	Design	3.70	2,859	2.34	6	0.0864	Met Standard
UNE	B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/FL(hours	R&B	16.63	86,860	13.16	71	1.2940	Met Standard
UNE	B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/FL(	R&B	5.29	51,873	4.08	46	0.6058	Met Standard
UNE	B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/FL(hours	R&B (POTS)	16.64	85,463				Cannot Determine
UNE	B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/FL(I	R&B (POTS)	5.30	50,903				Cannot Determine
UNE		***% Repeat Troubles within 30 Days***								
UNE	B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL(%)	R&B (POTS)	15.44%	85,463				Cannot Determine
UNE	B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	14.39%	50,903				Cannot Determine
UNE	B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/I	DS1/DS3	20.53%	867	0.00%	3	0.8788	Met Standard
UNE	B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispa	DS1/DS3	15.54%	605	0.00%	6	1.0454	Met Standard
UNE	B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/I	R&B	15.39%	86,860	12.36%	2,217	3.9002	Met Standard
UNE	B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispa	R&B	14.34%	51,873	14.78%	1,218	-0.4268	Met Standard
UNE	B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL(%)	R&B&D - Disp	15.42%	88,166	17.65%	34	-0.3588	Met Standard
UNE	B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	15.42%	88,166	16.67%	36	-0.2063	Met Standard
UNE	B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispa	ADSL to Retail	17.80%	2,708	4.88%	41	2.1468	Met Standard
UNE	B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-D	ADSL to Retail	16.71%	3,406	13.33%	15	0.3494	Met Standard
UNE	B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	15.10%	192	12.37%	97	0.6127	Met Standard
UNE	B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	12.17%	230	17.07%	41	-0.8838	Met Standard
UNE	B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL(%)	ADSL to Retail	17.80%	2,708	20.00%	5	-0.1285	Met Standard
UNE	B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	16.71%	3,406	32.35%	34	-2.4338	Failed Standard
UNE	B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL	R&B - Disp	15.39%	86,860	8.53%	739	5.1472	Met Standard
UNE	B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispat	R&B - Disp	15.39%	86,860	7.32%	164	2.8611	Met Standard

UNE	B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispat	R&B (POTS) excl SB FT	15.41%	85,185	9.85%	904	4.6131	Met Standard
UNE	B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-D	R&B (POTS) excl SB FT	14.14%	41,514	14.29%	63	-0.0332	Met Standard
UNE	B.3.4.10.1	M&R-4	Other Design/Dispatch/FL(%)	Design	20.67%	2,506	20.00%	15	0.0639	Met Standard
UNE	B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL(%)	Design	17.42%	2,859	33.33%	6	-1.0268	Met Standard
UNE	B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL(%)	R&B	15.39%	86,860	8.45%	71	1.6189	Met Standard
UNE	B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL(	R&B	14.34%	51,873	13.04%	46	0.2517	Met Standard
UNE	B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	15.44%	85,463				Cannot Determine
UNE	B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/FL(	R&B (POTS)	14.39%	50,903				Cannot Determine
UNE		***Out of Service > 24 hours***								
UNE	B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL(%)	R&B (POTS)	12.66%	54,606				Cannot Determine
UNE	B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	4.24%	13,250				Cannot Determine
UNE	B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/I	DS1/DS3	0.92%	867	0.00%	3	0.1669	Met Standard
UNE	B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispa	DS1/DS3	0.33%	605	0.00%	6	0.1404	Met Standard
UNE	B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/I	R&B	12.70%	55,584	8.27%	1,584	5.2243	Met Standard
UNE	B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispa	R&B	4.30%	13,632	2.02%	496	2.4619	Met Standard
UNE	B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL(%)	R&B&D - Disp	12.50%	57,141	0.00%	34	2.2028	Met Standard
UNE	B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	12.50%	57,141	0.00%	36	2.2666	Met Standard
UNE	B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispa	ADSL to Retail	42.80%	2,708	0.00%	41	5.4972	Met Standard
UNE	B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-D	ADSL to Retail	4.46%	3,406	0.00%	15	0.8352	Met Standard
UNE	B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	5.73%	192	1.03%	97	1.6229	Met Standard
UNE	B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.43%	230	2.44%	41	-1.7969	Failed Standard
UNE	B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL(%)	ADSL to Retail	42.80%	2,708	0.00%	0		Met Standard
UNE	B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.46%	3,406	0.00%	0		Met Standard
UNE	B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL	R&B - Disp	12.70%	55,584	2.30%	739	8.4363	Met Standard
UNE	B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispat	R&B - Disp	12.70%	55,584	0.00%	164	4.8780	Met Standard
UNE	B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispat	R&B (POTS) excl SB FT	12.65%	54,579	36.00%	25	-3.5110	Failed Standard
UNE	B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-D	R&B (POTS) excl SB FT	4.23%	13,181	0.00%	1	0.2100	Met Standard
UNE	B.3.5.10.1	M&R-5	Other Design/Dispatch/FL(%)	Design	3.87%	2,506	13.33%	15	-1.8943	Failed Standard
UNE	B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL(%)	Design	1.19%	2,859	0.00%	6	0.2684	Met Standard
UNE	B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL(%)	R&B	12.70%	55,584	12.77%	47	-0.0129	Met Standard
UNE	B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL(	R&B	4.30%	13,632	4.17%	24	0.0319	Met Standard
UNE	B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	12.66%	54,606				Cannot Determine
UNE	B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL(	R&B (POTS)	4.24%	13,250				Cannot Determine
UNE										
UNE		**Unbundled Network Elements - Billing**								
UNE		***Invoice Accuracy***								
UNE	B.4.1	B-1	FL(%)	BST - State	97.86%	$528,602,166	98.65%	$10,047,961	-170.0351	Met Standard
UNE		***Mean Time to Deliver Invoices - CRIS***								
UNE	B.4.2	B-2	Region(business days)	BST - Region	3.64	1	6.13	1,588		Failed Standard
		Local Interconnection Trunks - Ordering								
		% Rejected Service Requests								
LIT	C.1.1	O-7	Local Interconnection Trunks/FL(%)	Diagnostic			62.12%	132		Diagnostic
LIT		***Reject Interval***								
LIT	C.1.2	O-8	Local Interconnection Trunks/FL(%)	>= 85% w in 4 days			100.00%	82		Met Standard
LIT		***FOC Timeliness***								
LIT	C.1.3	O-9	Local Interconnection Trunks/FL(%)	>= 95% w in 10 days			98.47%	131		Met Standard
LIT		***FOC & Reject Response Completeness***								
LIT	C.1.4	O-11	Local Interconnection Trunks/FL(%)	>= 95%			100.00%	95		Met Standard
LIT		***FOC & Reject Response Completeness (Multiple Responses)***								
LIT	C.1.5	O-11	Local Interconnection Trunks/FL(%)	>= 95%						Cannot Determine
LIT										
LIT		**Local Interconnection Trunks - Provisioning**								
LIT		***Order Completion Interval***								
LIT	C.2.1	P-4	Local Interconnection Trunks/FL(day	Parity w Retail	15.49	35	21.96	25	-2.7792	Failed Standard
LIT		***Held Orders***								
LIT	C.2.2	P-1	Local Interconnection Trunks/FL(day	Parity w Retail	0.00	0	0.00	0		Met Standard
LIT		***% Jeopardies***								
LIT	C.2.3	P-2	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	33	0.00%	26		Met Standard
LIT		***Average Jeopardy Notice Interval***								
LIT	C.2.4	P-2	Local Interconnection Trunks/FL(hou	95% >= 48 hrs						Cannot Determine
LIT		***% Missed Installation Appointments***								
LIT	C.2.5	P-3	Local Interconnection Trunks/FL(%)	Parity w Retail	2.86%	35	0.00%	25	0.6549	Met Standard
LIT		***% Provisioning Troubles within 30 Days***								
LIT	C.2.6	P-9	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	2,473	0.00%	1,612		Met Standard
LIT		***Average Completion Notice Interval***								

LIT	C.2.7	P-5	Local Interconnection Trunks/FL(hou	Parity w Retail	30.16	33	15.02	24	0.7170	Met Standard
LIT		***Total Service Order Cycle Time***								
LIT	C.2.8	P-10	Local Interconnection Trunks/FL(day	Diagnostic			24.27	22		Diagnostic
LIT		***% Completions w/o Notice or < 24 hours***								
LIT	C.2.10.1	P-6	Local Interconnection Trunks/Dispat	Diagnostic			0.00%	25		Diagnostic
LIT	C.2.10.2	P-6	Local Interconnection Trunks/Non-Di	Diagnostic						Diagnostic
LIT		***Service Order Accuracy***								
LIT	C.2.11.1.1	P-11	Local Interconnection Trunks/<10 cir	>= 95%			100.00%	39		Met Standard
LIT	C.2.11.1.2	P-11	Local Interconnection Trunks/<10 cir	>= 95%			100.00%	21		Met Standard
LIT	C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 c	>= 95%						Cannot Determine
LIT	C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 c	>= 95%			100.00%	5		Met Standard
LIT										
LIT		**Local Interconnection Trunks - Maintenance and Repair**								
LIT		***Missed Repair Appointments***								
LIT	C.3.1.1	M&R-1	Local Interconnection Trunks/Dispat	Parity w Retail	0.00%	1	0.00%	0		Met Standard
LIT	C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Di	Parity w Retail	0.00%	78	0.00%	2		Met Standard
LIT		***Customer Trouble Report Rate***								
LIT	C.3.2.1	M&R-2	Local Interconnection Trunks/Dispat	Parity w Retail	0.00%	431,335	0.00%	143,805	0.5000	Met Standard
LIT	C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Di	Parity w Retail	0.02%	431,335	0.00%	143,805	4.0765	Met Standard
LIT		***Maintenance Average Duration***								
LIT	C.3.3.1	M&R-3	Local Interconnection Trunks/Dispat	Parity w Retail	4.08	1	0.00	0		Met Standard
LIT	C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Di	Parity w Retail	0.66	78	0.81	2	-0.1235	Met Standard
LIT		***% Repeat Troubles within 30 Days***								
LIT	C.3.4.1	M&R-4	Local Interconnection Trunks/Dispat	Parity w Retail	0.00%	1	0.00%	0		Met Standard
LIT	C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Di	Parity w Retail	15.38%	78	50.00%	2	-1.3397	Met Standard
LIT		***Out of Service > 24 hours***								
LIT	C.3.5.1	M&R-5	Local Interconnection Trunks/Dispat	Parity w Retail	0.00%	1	0.00%	0		Met Standard
LIT	C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Di	Parity w Retail	0.00%	78	0.00%	2		Met Standard
LIT										
LIT		**Local Interconnection Trunks - Billing**								
LIT		***Invoice Accuracy***								
LIT	C.4.1	B-1	FL(%)	BST - State	97.86%	$528,602,166	97.34%	$7,285,325	96.6545	Failed Standard
LIT		***Mean Time to Deliver Invoices - CABS***								
LIT	C.4.2	B-2	Region(calendar days)	BST - Region	4.73	1	4.13	5,087		Met Standard
LIT										
LIT		**LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING**								
LIT		***Trunk Group Performance - Aggregate***								
LIT	C.5.1	TGP-1	FL	>0.5% dif 2 consec. Hrs			0			Cannot Determine
		Operations Support Systems - Pre-Ordering								
		% Interface Availability - CLEC								
OSS	D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.92%			Cannot Determine
OSS	D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			99.82%			Cannot Determine
OSS	D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%						Cannot Determine
OSS	D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%			99.97%			Cannot Determine
OSS	D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS		***% Interface Availability - BST & CLEC***								
OSS	D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%			99.94%			Cannot Determine
OSS	D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			99.91%			Cannot Determine
OSS	D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			99.93%			Cannot Determine
OSS	D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			99.93%			Cannot Determine
OSS	D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			99.94%			Cannot Determine
OSS	D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS		***Average Response Interval - CLEC (LENS)*** *(BST Measure Includes Additional 2 Seconds)*								
OSS	D.1.3.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 s	2.88	2,619,855	2.47	437,412		Met Standard
OSS	D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 s	3.06	8,708	2.47	437,412		Met Standard
OSS	D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR +	461.26	7,356,994	1.91	539,092		Met Standard
OSS	D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR +	5.12	732,195	1.91	539,092		Met Standard

OSS	D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	2.95	824,299	1.20	94,246		Met Standard
OSS	D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.66	274,199	1.20	94,246		Met Standard
OSS	D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.65	1,499,869	2.25	273,201		Met Standard
OSS	D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.62	300,052	2.25	273,201		Met Standard
OSS	D.1.3.5.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 se	199.21	5,171,810	3.77	1,347,780		Met Standard
OSS	D.1.3.5.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	3.11	540,107	3.77	1,347,780		Failed Standard
OSS	D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	105.81	9,987,605	3.58	57,790		Met Standard
OSS	D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	4.57	648,949	3.58	57,790		Met Standard
OSS	D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	105.81	9,987,605	2.34	114,120		Met Standard
OSS	D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	4.57	648,949	2.34	114,120		Met Standard
OSS		***Average Response Interval - CLEC (TAG)*** *(BST Measure Includes Additional 2 Seconds)*								
OSS	D.1.4.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 s	2.88	2,619,855	1.10	286,699		Met Standard
OSS	D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 s	3.06	8,708	1.10	286,699		Met Standard
OSS	D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR +	461.26	7,356,994	1.59	107,138		Met Standard
OSS	D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR +	5.12	732,195	1.59	107,138		Met Standard
OSS	D.1.4.3.1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic						Diagnostic
OSS	D.1.4.3.2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic						Diagnostic
OSS	D.1.4.4.1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			0.92	3,868		Diagnostic
OSS	D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			0.92	3,868		Diagnostic
OSS	D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 se	2.95	824,299	1.10	43,496		Met Standard
OSS	D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 se	2.66	274,199	1.10	43,496		Met Standard
OSS	D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.65	1,499,869	1.82	334,679		Met Standard
OSS	D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.62	300,052	1.82	334,679		Met Standard
OSS	D.1.4.7.1	OSS-1	TAG/Region(seconds)	RNS - CRSACCTS + 2 se	199.21	5,171,810	2.19	234,525		Met Standard
OSS	D.1.4.7.2	OSS-1	TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	3.11	540,107	2.19	234,525		Met Standard
OSS	D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 se		***This data not applicable after 5-1-2001, see D.1.4.7.1***				Cannot Determine
OSS	D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec		***This data not applicable after 5-1-2001, see D.1.4.7.2***				Cannot Determine
OSS	D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 se		***This data not applicable after 7-1-2001; see D.1.4.7.1***				Cannot Determine
OSS	D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec		***This data not applicable after 7-1-2001; see D.1.4.7.2***				Cannot Determine
OSS										
OSS		**Operations Support Systems - Maintenance and Repair**								
OSS		***% Interface Availability - BST***								
OSS	D.2.1	OSS-3	TAFI/Region(%)	>= 99.5%	100.00%					Cannot Determine
OSS		***% Interface Availability - CLEC***								
OSS	D.2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%			99.98%			Cannot Determine
OSS	D.2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%			99.89%			Cannot Determine
OSS		***% Interface Availability - BST & CLEC***								
OSS	D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			99.91%			Cannot Determine
OSS	D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			99.85%			Cannot Determine
OSS	D.2.3.3	OSS-3	LNP/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%			99.93%			Cannot Determine
OSS		***Average Response Interval <= 4 Seconds***								
OSS	D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	94.23%	1,292,823	93.47%	99,033	9.9942	Failed Standard
OSS	D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.66%	35,819	4.42%	860	-1.1659	Met Standard
OSS	D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	5.07%	29,513	2.69%	43,412	14.3577	Failed Standard
OSS	D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.53%	1,292,790	99.52%	100,163	0.2819	Met Standard
OSS	D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	94.32%	927,520	91.58%	57,081	27.4658	Failed Standard
OSS	D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.75%	91,614	99.73%	5,101	0.3092	Met Standard
OSS	D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.40%	6,394	28.74%	494	-0.1630	Met Standard
OSS	D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	25.12%	4,108	23.71%	97	0.3166	Met Standard
OSS	D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.60%	69,356	23.29%	5,797	-15.4848	Met Standard
OSS	D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.84%	200,526	99.91%	17,248	-2.0088	Met Standard
OSS	D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	84.11%	54,785	83.83%	3,673	0.4596	Met Standard
OSS		***Average Response Interval <= 10 Seconds***								
OSS	D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.82%	1,292,823	99.24%	99,033	-11.8746	Met Standard
OSS	D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	78.20%	35,819	87.67%	860	-6.6507	Met Standard
OSS	D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	79.55%	29,513	91.43%	43,412	-39.0320	Met Standard
OSS	D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.78%	1,292,790	99.79%	100,163	-0.7119	Met Standard
OSS	D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	97.72%	927,520	94.94%	57,081	43.2056	Failed Standard
OSS	D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.93%	91,614	99.96%	5,101	-0.8938	Met Standard
OSS	D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.40%	6,394	28.74%	494	-0.1630	Met Standard
OSS	D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	96.06%	4,108	96.91%	97	-0.4255	Met Standard
OSS	D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.60%	69,356	23.29%	5,797	-15.4848	Met Standard

OSS	D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.99%	200,526	99.99%	17,248	-0.7934	Met Standard
OSS	D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.30%	54,785	99.16%	3,673	1.0345	Met Standard
OSS		***Average Response Interval > 10 Seconds***								
OSS	D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.18%	1,292,823	0.76%	99,033	11.8746	Met Standard
OSS	D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	21.80%	35,819	12.33%	860	6.6507	Met Standard
OSS	D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	20.45%	29,513	8.57%	43,412	39.0320	Met Standard
OSS	D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.22%	1,292,790	0.21%	100,163	0.7119	Met Standard
OSS	D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	2.28%	927,520	5.06%	57,081	-43.2056	Failed Standard
OSS	D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.07%	91,614	0.04%	5,101	0.8938	Met Standard
OSS	D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	71.60%	6,394	71.26%	494	0.1630	Met Standard
OSS	D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.94%	4,108	3.09%	97	0.4255	Met Standard
OSS	D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	84.40%	69,356	76.71%	5,797	15.4848	Met Standard
OSS	D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.01%	200,526	0.01%	17,248	0.7934	Met Standard
OSS	D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.70%	54,785	0.84%	3,673	-1.0345	Met Standard
		Collocation - Collocation								
		Average Response Time								
Colo	E.1.1.1	C-1	Virtual/FL(calendar days)	<= 15 days			5	2		Met Standard
Colo	E.1.1.2	C-1	Physical Caged/FL(calendar days)	<= 15 days			5	6		Met Standard
Colo	E.1.1.3	C-1	Physical Cageless/FL(calendar days	<= 15 days			7	55		Met Standard
Colo		***Average Arrangement Time***								
Colo	E.1.2.1	C-2	Virtual/FL(calendar days)	<= 60 days						Cannot Determine
Colo	E.1.2.2	C-2	Virtual-Augments/FL(calendar days)	<= 45 days			23	7		Met Standard
Colo	E.1.2.3	C-2	Virtual-Augments - Additional Space	<= 60 days						Cannot Determine
Colo	E.1.2.4	C-2	Physical Caged-Ordinary/FL(calenda	<= 90 days			77	1		Met Standard
Colo	E.1.2.5	C-2	Physical Caged-Augments/FL(calend	<= 45 days			19	8		Met Standard
Colo	E.1.2.6	C-2	Physical Caged-Augments Additiona	<= 90 days						Cannot Determine
Colo	E.1.2.7	C-2	Physical Cageless-Ordinary/FL(caler	<= 90 days						Cannot Determine
Colo	E.1.2.8	C-2	Physical Cageless-Augments/FL(cale	<= 45 days			1	54		Met Standard
Colo	E.1.2.9	C-2	Physical Cageless-Augments Additio	<= 90 days						Cannot Determine
Colo		***% Due Dates Missed***								
Colo	E.1.3.1	C-3	Virtual/FL(%)	< 10% missed			0.00%	7		Met Standard
Colo	E.1.3.2	C-3	Physical/FL(%)	< 10% missed			0.00%	63		Met Standard
		General - Flow Through								
		% Flow Through Service Requests								
General	F.1.1.1	O-3	Summary/Region(%)	Diagnostic			86.18%	286,834		Diagnostic
General	F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			86.18%	286,834		Diagnostic
General	F.1.1.3	O-3	Residence/Region(%)	>= 95%			87.17%	189,710		Failed Standard
General	F.1.1.4	O-3	Business/Region(%)	>= 90%			75.20%	5,989		Failed Standard
General	F.1.1.5	O-3	UNE/Region(%)	>= 85%			84.86%	91,135		Failed Standard
General		***% Flow Through Service Requests - Achieved***								
General	F.1.2.1	O-3	Summary/Region(%)	Diagnostic			76.55%	322,931		Diagnostic
General	F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			76.55%	322,931		Diagnostic
General	F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.69%	207,518		Diagnostic
General	F.1.2.4	O-3	Business/Region(%)	Diagnostic			55.14%	8,169		Diagnostic
General	F.1.2.5	O-3	UNE/Region(%)	Diagnostic			72.11%	107,244		Diagnostic
General		***% Flow Through Service Requests - LNP***								
General	F.1.3.1	O-3	Summary/Region(%)	>= 85%			94.12%	9,045		Met Standard
General	F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			94.12%	9,045		Met Standard
General	F.1.3.3	O-3	Residence/Region(%)	Diagnostic						Diagnostic
General	F.1.3.4	O-3	Business/Region(%)	Diagnostic						Diagnostic
General										
General		**General - Pre-Ordering**								
General		***Loop Makeup Inquiry (Manual)***								
General	F.2.1	PO-1	Loops/FL(%)	>= 95% w in 3 bus days			100.00%	4		Met Standard
General		***Loop Makeup Inquiry (Electronic)***								
General	F.2.2	PO-2	Loops/FL(%)	>= 95% w in 1 min			96.80%	2,909		Met Standard
General										
General		**General - Ordering**								
General		***Service Inquiry with Firm Order***								
General	F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL(%	>= 95% w in 5 bus days			100.00%	34		Met Standard
General	F.3.1.2	O-10	Local Interoffice Transport/FL(%)	>= 95% w in 5 bus days			100.00%	10		Met Standard
General										
General		**General - Ordering**								
General		***Average Speed of Answer***								

General	F.4.1	O-12	Region(seconds)	Parity w Retail	197.28	6,134,035	31.52	32,646		Met Standard
General										
General		**General - Maintenance Center**								
General		***Average Answer Time***								
General	F.5.1	M&R-6	Region(seconds)	Parity w Retail	18.39	1,790,440	29.67	97,305		Failed Standard
General										
General		**General - Operator Services (Toll)**								
General		***Average Speed to Answer***								
General	F.6.1	OS-1	FL(seconds)	PBD			5.91			Cannot Determine
General		***% Answered in 30 seconds***								
General	F.6.2	OS-2	FL(%)	PBD			95.50%			Cannot Determine
General										
General		**General - Directory Assistance**								
General		***Average Speed to Answer***								
General	F.7.1	DA-1	FL(seconds)	PBD			5.87			Cannot Determine
General		***% Answered in 20 seconds***								
General	F.7.2	DA-2	FL(%)	PBD			93.70%			Cannot Determine
General										
General		**General - E911**								
General		***Mean Interval***								
General	F.8.1	E-3	FL(hours)	PBD			1.38	1,076		Cannot Determine
General		***% Accuracy***								
General	F.8.2	E-2	FL(%)	PBD			95.54%	712,871		Cannot Determine
General		***% Timeliness***								
General	F.8.3	E-1	FL(%)	PBD			100.00%	1,076		Cannot Determine
General										
General		**General - Billing**								
General		***Usage Data Delivery Accuracy***								
General	F.9.1	B-3	Region(%)	Parity w Retail	99.85%	4,671	99.62%	19,540	3.7136	Failed Standard
General		***Usage Data Delivery Timeliness***								
General	F.9.2	B-5	Region(%)	Parity w Retail	97.37%	24,958	97.37%	330,307,178	-0.0056	Met Standard
General		***Usage Data Delivery Completeness***								
General	F.9.3	B-4	Region(%)	Parity w Retail	99.14%	24,958	99.79%	330,307,178	-11.1730	Met Standard
General		***Mean Time to Deliver Usage***								
General	F.9.4	B-6	Region(days)	Parity w Retail	3.63	24,958	2.62	330,307,178		Met Standard
General		***Recurring Charge Completeness***								
General	F.9.5.1	B-7	Resale/FL(%)	Parity w Retail	83.04%	$20,687,852	98.80%	$2,170,884	-242.3918	Met Standard
General	F.9.5.2	B-7	UNE/FL(%)	>= 90%			96.94%	$1,063,116		Met Standard
General	F.9.5.3	B-7	Interconnection/FL(%)	>= 90%			98.50%	$4,521		Met Standard
General		***Non-Recurring Charge Completeness***								
General	F.9.6.1	B-8	Resale/FL(%)	Parity w Retail	87.95%	$29,110,341	98.86%	$1,129,750	-121.2533	Met Standard
General	F.9.6.2	B-8	UNE/FL(%)	>= 90%			96.99%	$1,596,896		Met Standard
General	F.9.6.3	B-8	Interconnection/FL(%)	>= 90%			91.91%	$556,004		Met Standard
General										
General		**General - Change Management**								
General		***% Software Release Notices Sent On Time***								
General	F.10.1	CM-1	FL(%)	>= 98% w in 30 days			100.00%	1		Met Standard
General		***Average Software Release Notice Delay Days***								
General	F.10.2	CM-2	FL(average)	>= 25 days prior to release						Cannot Determine
General		***% Change Management Documentation Sent On Time***								
General	F.10.3	CM-3	FL(%)	>= 98% w in 30 days			0.00%	2		Failed Standard
General		***Average Documentation Release Delay Days***								
General	F.10.5	CM-4	FL(average)	>= 25 days prior to release			24	2		Failed Standard
General		***% CLEC Interface Outages Sent within 15 Minutes***								
General	F.10.6	CM-5	FL(%)	>= 97% w in 15 min			100.00%	25		Met Standard
General										
General		**General - New Business Requests**								
General		***% New Business Requests Processed within 30 Business Days***								
General	F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days						Cannot Determine
General		***% Quotes Provided within X Business Days***								
General	F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days						Cannot Determine
General	F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days						Cannot Determine
General	F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days						Cannot Determine
General										
General		**General - Ordering**								
General		***Acknowledgement Message Timeliness***								

General	F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			99.94%	81,061		Met Standard
General	F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	341,453		Met Standard
General		***Acknowledgement Message Completeness***								
General	F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	81,061		Met Standard
General	F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	341,453		Failed Standard
General										
General		**General - Database Updates**								
General		***Average Database Update Interval***								
General	F.13.1.1	D-1	LIDB/FL(hours)	PBD	4.43	20	4.42	20		Cannot Determine
General	F.13.1.2	D-1	Directory Listings/FL(hours)	PBD	0.10	24	0.10	24		Cannot Determine
General	F.13.1.3	D-1	Directory Assistance/FL(hours)	PBD	4.13	21	4.13	21		Cannot Determine
General		***% Update Accuracy***								
General	F.13.2.1	D-2	LIDB/FL(%)	>= 95%			100.00%	358		Met Standard
General	F.13.2.2	D-2	Directory Listings/FL(%)	>= 95%			98.50%	267		Met Standard
General	F.13.2.3	D-2	Directory Assistance/FL(%)	>= 95%			100.00%	137		Met Standard
General		***% NXXs / LRNs Loaded by LERG Effective Date***								
General	F.13.3	D-3	Region(%)	100%			100.00%	27		Met Standard
General										
General		**General - Network Outage Notification**								
General		***Mean Time to Notify CLEC of Major Network Outages***								
General	F.14.1	M&R-7	Region(minutes)	Parity w Retail	0	0	0	0		Met Standard

BellSouth Monthly State Summary, March 2002

					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
		Resale - Ordering								
		% Rejected Service Requests - Mechanized								
Resale	A.1.1.1	O-7	Residence/FL(%)	Diagnostic			20.52%	65,736		Diagnostic
Resale	A.1.1.2	O-7	Business/FL(%)	Diagnostic			29.32%	2,780		Diagnostic
Resale	A.1.1.3	O-7	Design (Specials)/FL(%)	Diagnostic						Diagnostic
Resale	A.1.1.4	O-7	PBX/FL(%)	Diagnostic						Diagnostic
Resale	A.1.1.5	O-7	Centrex/FL(%)	Diagnostic						Diagnostic
Resale	A.1.1.6	O-7	ISDN/FL(%)	Diagnostic						Diagnostic
Resale		***% Rejected Service Requests - Partially Mechanized***								
Resale	A.1.2.1	O-7	Residence/FL(%)	Diagnostic			26.77%	20,011		Diagnostic
Resale	A.1.2.2	O-7	Business/FL(%)	Diagnostic			44.98%	2,063		Diagnostic
Resale	A.1.2.3	O-7	Design (Specials)/FL(%)	Diagnostic						Diagnostic
Resale	A.1.2.4	O-7	PBX/FL(%)	Diagnostic			100.00%	1		Diagnostic
Resale	A.1.2.5	O-7	Centrex/FL(%)	Diagnostic						Diagnostic
Resale	A.1.2.6	O-7	ISDN/FL(%)	Diagnostic						Diagnostic
Resale		***% Rejected Service Requests - Non-Mechanized***								
Resale	A.1.3.1	O-7	Residence/FL(%)	Diagnostic			38.73%	821		Diagnostic
Resale	A.1.3.2	O-7	Business/FL(%)	Diagnostic			49.50%	1,093		Diagnostic
Resale	A.1.3.3	O-7	Design (Specials)/FL(%)	Diagnostic			43.86%	114		Diagnostic
Resale	A.1.3.4	O-7	PBX/FL(%)	Diagnostic			52.78%	36		Diagnostic
Resale	A.1.3.5	O-7	Centrex/FL(%)	Diagnostic			71.43%	7		Diagnostic
Resale	A.1.3.6	O-7	ISDN/FL(%)	Diagnostic			40.74%	27		Diagnostic
Resale		***Reject Interval - Mechanized***								
Resale	A.1.4.1	O-8	Residence/FL(%)	>= 97% w in 1 hr			92.97%	13,556		Failed Standard
Resale	A.1.4.2	O-8	Business/FL(%)	>= 97% w in 1 hr			93.75%	816		Failed Standard
Resale	A.1.4.3	O-8	Design (Specials)/FL(%)	>= 97% w in 1 hr						Cannot Determine
Resale	A.1.4.4	O-8	PBX/FL(%)	>= 97% w in 1 hr						Cannot Determine
Resale	A.1.4.5	O-8	Centrex/FL(%)	>= 97% w in 1 hr						Cannot Determine
Resale	A.1.4.6	O-8	ISDN/FL(%)	>= 97% w in 1 hr						Cannot Determine
Resale		***Reject Interval - Partially Mechanized - 10 hours***								
Resale	A.1.7.1	O-8	Residence/FL(%)	>= 85% w in 10 hrs			78.74%	5,523		Failed Standard
Resale	A.1.7.2	O-8	Business/FL(%)	>= 85% w in 10 hrs			94.83%	947		Met Standard
Resale	A.1.7.3	O-8	Design (Specials)/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.7.4	O-8	PBX/FL(%)	>= 85% w in 10 hrs			0.00%	1		Failed Standard
Resale	A.1.7.5	O-8	Centrex/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.7.6	O-8	ISDN/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale		***Reject Interval - Non-Mechanized***								
Resale	A.1.8.1	O-8	Residence/FL(%)	>= 85% w in 24 hrs			98.78%	329		Met Standard
Resale	A.1.8.2	O-8	Business/FL(%)	>= 85% w in 24 hrs			99.65%	568		Met Standard
Resale	A.1.8.3	O-8	Design (Specials)/FL(%)	>= 85% w in 24 hrs			98.04%	51		Met Standard
Resale	A.1.8.4	O-8	PBX/FL(%)	>= 85% w in 24 hrs			100.00%	19		Met Standard
Resale	A.1.8.5	O-8	Centrex/FL(%)	>= 85% w in 24 hrs			100.00%	5		Met Standard
Resale	A.1.8.6	O-8	ISDN/FL(%)	>= 85% w in 24 hrs			100.00%	12		Met Standard
Resale		***FOC Timeliness - Mechanized***								
Resale	A.1.9.1	O-9	Residence/FL(%)	>= 95% w in 3 hrs			99.53%	52,612		Met Standard
Resale	A.1.9.2	O-9	Business/FL(%)	>= 95% w in 3 hrs			99.60%	1,990		Met Standard
Resale	A.1.9.3	O-9	Design (Specials)/FL(%)	>= 95% w in 3 hrs						Cannot Determine
Resale	A.1.9.4	O-9	PBX/FL(%)	>= 95% w in 3 hrs						Cannot Determine
Resale	A.1.9.5	O-9	Centrex/FL(%)	>= 95% w in 3 hrs						Cannot Determine
Resale	A.1.9.6	O-9	ISDN/FL(%)	>= 95% w in 3 hrs						Cannot Determine
Resale		***FOC Timeliness - Partially Mechanized - 10 hours***								
Resale	A.1.12.1	O-9	Residence/FL(%)	>= 85% w in 10 hrs			79.07%	15,771		Failed Standard
Resale	A.1.12.2	O-9	Business/FL(%)	>= 85% w in 10 hrs			92.52%	1,270		Met Standard

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.1.12.3	O-9	Design (Specials)/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.12.4	O-9	PBX/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.12.5	O-9	Centrex/FL(%)	>= 85% w in 10 hrs						Cannot Determine
Resale	A.1.12.6	O-9	ISDN/FL(%)	>= 85% w in 10 hrs			0.00%	1		Failed Standard
Resale		***FOC Timeliness - Non-Mechanized***								
Resale	A.1.13.1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			98.77%	486		Met Standard
Resale	A.1.13.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			99.81%	528		Met Standard
Resale	A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			100.00%	55		Met Standard
Resale	A.1.13.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			91.67%	12		Met Standard
Resale	A.1.13.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			100.00%	2		Met Standard
Resale	A.1.13.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			100.00%	12		Met Standard
Resale		***FOC & Reject Response Completeness - Mechanized***								
Resale	A.1.14.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	500		Met Standard
Resale	A.1.14.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.99%	65,236		Met Standard
Resale	A.1.14.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	19		Met Standard
Resale	A.1.14.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.96%	2,761		Met Standard
Resale	A.1.14.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.4.1	O-11	PBX/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.4.2	O-11	PBX/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.5.1	O-11	Centrex/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.5.2	O-11	Centrex/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.6.1	O-11	ISDN/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.14.6.2	O-11	ISDN/TAG/FL(%)	>= 95%						Cannot Determine
Resale		***FOC & Reject Response Completeness - Partially Mechanized***								
Resale	A.1.15.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	59		Met Standard
Resale	A.1.15.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.98%	19,952		Met Standard
Resale	A.1.15.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	23		Met Standard
Resale	A.1.15.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.95%	2,040		Met Standard
Resale	A.1.15.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.4.1	O-11	PBX/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.4.2	O-11	PBX/TAG/FL(%)	>= 95%			100.00%	1		Met Standard
Resale	A.1.15.5.1	O-11	Centrex/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.5.2	O-11	Centrex/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.6.1	O-11	ISDN/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.15.6.2	O-11	ISDN/TAG/FL(%)	>= 95%						Cannot Determine
Resale		***FOC & Reject Response Completeness - Non-Mechanized***								
Resale	A.1.16.1	O-11	Residence/FL(%)	>= 95%			92.81%	821		Failed Standard
Resale	A.1.16.2	O-11	Business/FL(%)	>= 95%			93.87%	1,093		Failed Standard
Resale	A.1.16.3	O-11	Design (Specials)/FL(%)	>= 95%			89.47%	114		Failed Standard
Resale	A.1.16.4	O-11	PBX/FL(%)	>= 95%			88.89%	36		Failed Standard
Resale	A.1.16.5	O-11	Centrex/FL(%)	>= 95%			100.00%	7		Met Standard
Resale	A.1.16.6	O-11	ISDN/FL(%)	>= 95%			88.89%	27		Failed Standard
Resale		***FOC & Reject Response Completeness (Multiple Responses) - Mechanized***								
Resale	A.1.17.1.1	O-11	Residence/EDI/FL(%)	>= 95%			93.80%	500		Failed Standard
Resale	A.1.17.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.11%	65,228		Met Standard
Resale	A.1.17.2.1	O-11	Business/EDI/FL(%)	>= 95%			63.16%	19		Failed Standard
Resale	A.1.17.2.2	O-11	Business/TAG/FL(%)	>= 95%			98.15%	2,760		Met Standard
Resale	A.1.17.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.4.1	O-11	PBX/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.4.2	O-11	PBX/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.5.1	O-11	Centrex/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.5.2	O-11	Centrex/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.6.1	O-11	ISDN/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.17.6.2	O-11	ISDN/TAG/FL(%)	>= 95%						Cannot Determine

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale			***FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized***							
Resale	A.1.18.1.1	O-11	Residence/EDI/FL(%)	>= 95%			89.83%	59		Failed Standard
Resale	A.1.18.1.2	O-11	Residence/TAG/FL(%)	>= 95%			93.56%	19,949		Failed Standard
Resale	A.1.18.2.1	O-11	Business/EDI/FL(%)	>= 95%			91.30%	23		Failed Standard
Resale	A.1.18.2.2	O-11	Business/TAG/FL(%)	>= 95%			89.85%	2,039		Failed Standard
Resale	A.1.18.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.4.1	O-11	PBX/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.4.2	O-11	PBX/TAG/FL(%)	>= 95%			100.00%	1		Met Standard
Resale	A.1.18.5.1	O-11	Centrex/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.5.2	O-11	Centrex/TAG/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.6.1	O-11	ISDN/EDI/FL(%)	>= 95%						Cannot Determine
Resale	A.1.18.6.2	O-11	ISDN/TAG/FL(%)	>= 95%						Cannot Determine
Resale			***FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized***							
Resale	A.1.19.1	O-11	Residence/FL(%)	>= 95%			91.21%	762		Failed Standard
Resale	A.1.19.2	O-11	Business/FL(%)	>= 95%			91.33%	1,026		Failed Standard
Resale	A.1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			95.10%	102		Met Standard
Resale	A.1.19.4	O-11	PBX/FL(%)	>= 95%			96.88%	32		Met Standard
Resale	A.1.19.5	O-11	Centrex/FL(%)	>= 95%			85.71%	7		Failed Standard
Resale	A.1.19.6	O-11	ISDN/FL(%)	>= 95%			95.83%	24		Met Standard
Resale										
Resale			**Resale - Provisioning**							
Resale			***Order Completion Interval***							
Resale	A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res	4.21	36,284	2.82	3,228	20.5901	Met Standard
Resale	A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res	0.81	587,061	0.74	55,321	13.8116	Met Standard
Resale	A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res	4.90	63	3.60	5	0.7024	Met Standard
Resale	A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL(days)	Res						Cannot Determine
Resale	A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL(days)	Bus	2.16	45,294	2.96	291	-2.4646	Failed Standard
Resale	A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	Bus	1.39	41,698	1.00	2,539	7.4345	Met Standard
Resale	A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	9.73	206	4.00	1	0.2826	Met Standard
Resale	A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	Bus	6.48	9	7.00	1	-0.0835	Met Standard
Resale	A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	18.43	1,606	4.00	1	0.4917	Met Standard
Resale	A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design	10.81	48	5.00	1	0.3239	Met Standard
Resale	A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design	14.29	7				Cannot Determine
Resale	A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Design						Cannot Determine
Resale	A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL(days)	PBX	9.29	60				Cannot Determine
Resale	A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX	3.46	212	3.06	12	0.0980	Met Standard
Resale	A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX	6.00	4	2.00	1	0.7204	Met Standard
Resale	A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX	1.55	48	3.75	4	-3.8397	Failed Standard
Resale	A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex	5.46	574	4.00	3	0.3877	Met Standard
Resale	A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex	2.24	1,564	2.43	14	-0.2191	Met Standard
Resale	A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex	7.23	81				Cannot Determine
Resale	A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex	2.83	79	0.33	3	0.8730	Met Standard
Resale	A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	14.20	565	3.78	3	0.8833	Met Standard
Resale	A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN	3.43	584	2.38	13	0.4075	Met Standard
Resale	A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN	8.00	2				Cannot Determine
Resale	A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN	3.73	62	9.79	14	-2.5882	Failed Standard
Resale			***Held Orders***							
Resale	A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res	10.40	236	6.45	11	1.1402	Met Standard
Resale	A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res	6.00	1	0.00	0		Met Standard
Resale	A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res	18.45	42	0.00	0		Met Standard
Resale	A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL(days)	Res	0.00	0	0.00	0		Met Standard
Resale	A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0		Met Standard
Resale	A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL(days)	Res	0.00	0	0.00	0		Met Standard
Resale	A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL(days)	Bus	10.74	70	3.67	3	1.0218	Met Standard
Resale	A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0		Met Standard
Resale	A.2.2.2.1.3	P-1	Business/<10 circuits/Other/FL(days)	Bus	27.80	5	0.00	0		Met Standard

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus	4.00	1	0.00	0		Met Standard
Resale	A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0		Met Standard
Resale	A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(days)	Bus	0.00	0	0.00	0		Met Standard
Resale	A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL(days)	Design	0.00	0	0.00	0		Met Standard
Resale	A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0		Met Standard
Resale	A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/FL(days)	Design	28.83	6	0.00	0		Met Standard
Resale	A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/FL(days)	Design	0.00	0				Cannot Determine
Resale	A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/FL(days)	Design	0.00	0				Cannot Determine
Resale	A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/FL(days)	Design	0.00	0				Cannot Determine
Resale	A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL(days)	Centrex	4.00	2	0.00	0		Met Standard
Resale	A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/FL(days)	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN	10.00	1	0.00	0		Met Standard
Resale	A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0		Met Standard
Resale	A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL(days)	ISDN	0.00	0	0.00	0		Met Standard
Resale		***% Jeopardies - Mechanized***								
Resale	A.2.4.1	P-2	Residence/FL(%)	Res	0.62%	677,557	0.38%	61,227	7.1942	Met Standard
Resale	A.2.4.2	P-2	Business/FL(%)	Bus	1.34%	89,686	0.55%	2,895	3.6270	Met Standard
Resale	A.2.4.3	P-2	Design (Specials)/FL(%)	Design	8.30%	2,182				Cannot Determine
Resale	A.2.4.4	P-2	PBX/FL(%)	PBX	3.56%	365	0.00%	6	0.4669	Met Standard
Resale	A.2.4.5	P-2	Centrex/FL(%)	Centrex	4.75%	2,401	0.00%	8	0.6304	Met Standard
Resale	A.2.4.6	P-2	ISDN/FL(%)	ISDN	6.93%	1,832	0.00%	6	0.6674	Met Standard
Resale		***% Jeopardies - Non-Mechanized***								
Resale	A.2.5.1	P-2	Residence/FL(%)	Diagnostic			0.80%	377		Diagnostic
Resale	A.2.5.2	P-2	Business/FL(%)	Diagnostic			0.80%	377		Diagnostic
Resale	A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			0.00%	2		Diagnostic
Resale	A.2.5.4	P-2	PBX/FL(%)	Diagnostic			0.00%	13		Diagnostic
Resale	A.2.5.5	P-2	Centrex/FL(%)	Diagnostic			0.00%	19		Diagnostic
Resale	A.2.5.6	P-2	ISDN/FL(%)	Diagnostic			0.00%	25		Diagnostic
Resale		***Average Jeopardy Notice Interval - Mechanized***								
Resale	A.2.7.1	P-2	Residence/FL(hours)	>= 48 hrs			115.12	185		Met Standard
Resale	A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			97.08	11		Met Standard
Resale	A.2.7.3	P-2	Design (Specials)/FL(hours)	>= 48 hrs						Cannot Determine
Resale	A.2.7.4	P-2	PBX/FL(hours)	>= 48 hrs						Cannot Determine
Resale	A.2.7.5	P-2	Centrex/FL(hours)	>= 48 hrs						Cannot Determine
Resale	A.2.7.6	P-2	ISDN/FL(hours)	>= 48 hrs						Cannot Determine
Resale		***Average Jeopardy Notice Interval - Non-Mechanized***								
Resale	A.2.8.1	P-2	Residence/FL(hours)	Diagnostic			310.00	2		Diagnostic
Resale	A.2.8.2	P-2	Business/FL(hours)	Diagnostic			119.05	3		Diagnostic
Resale	A.2.8.3	P-2	Design (Specials)/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.8.4	P-2	PBX/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.8.5	P-2	Centrex/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.8.6	P-2	ISDN/FL(hours)	Diagnostic						Diagnostic
Resale		***% Jeopardy Notice >= 48 hours - Mechanized***								
Resale	A.2.9.1	P-2	Residence/FL(%)	95% >= 48 hrs			98.38%	185		Met Standard

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Resale	A.2.9.2	P-2	Business/FL(%)	95% >= 48 hrs			100.00%	11		Met Standard
Resale	A.2.9.3	P-2	Design (Specials)/FL(%)	95% >= 48 hrs						Cannot Determine
Resale	A.2.9.4	P-2	PBX/FL(%)	95% >= 48 hrs						Cannot Determine
Resale	A.2.9.5	P-2	Centrex/FL(%)	95% >= 48 hrs						Cannot Determine
Resale	A.2.9.6	P-2	ISDN/FL(%)	95% >= 48 hrs						Cannot Determine
Resale		***% Jeopardy Notice >= 48 hours - Non-Mechanized***								
Resale	A.2.10.1	P-2	Residence/FL(%)	Diagnostic			100.00%	2		Diagnostic
Resale	A.2.10.2	P-2	Business/FL(%)	Diagnostic			100.00%	3		Diagnostic
Resale	A.2.10.3	P-2	Design (Specials)/FL(%)	Diagnostic						Diagnostic
Resale	A.2.10.4	P-2	PBX/FL(%)	Diagnostic						Diagnostic
Resale	A.2.10.5	P-2	Centrex/FL(%)	Diagnostic						Diagnostic
Resale	A.2.10.6	P-2	ISDN/FL(%)	Diagnostic						Diagnostic
Resale		***% Missed Installation Appointments***								
Resale	A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	4.96%	45,927	2.93%	3,691	5.4852	Met Standard
Resale	A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0.02%	630,511	0.31%	57,811	-42.0323	Failed Standard
Resale	A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	3.85%	78	0.00%	5	0.4335	Met Standard
Resale	A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res						Cannot Determine
Resale	A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/FL(%)	Bus	1.19%	46,487	3.03%	396	-3.3713	Failed Standard
Resale	A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0.05%	42,376	0.59%	2,868	-12.3053	Failed Standard
Resale	A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	5.60%	268	0.00%	4	0.4834	Met Standard
Resale	A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	12	0.00%	2		Met Standard
Resale	A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3.89%	1,823	0.00%	1	0.2013	Met Standard
Resale	A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	6.12%	49	0.00%	1	0.2528	Met Standard
Resale	A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	8				Cannot Determine
Resale	A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design						Cannot Determine
Resale	A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/FL(%)	PBX	2.70%	74	0.00%	1	0.1656	Met Standard
Resale	A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	2.64%	227	7.69%	13	-1.1037	Met Standard
Resale	A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	4	0.00%	1		Met Standard
Resale	A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	49	0.00%	5		Met Standard
Resale	A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	5.18%	637	0.00%	5	0.5206	Met Standard
Resale	A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	1,591	0.00%	19		Met Standard
Resale	A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	8.60%	93				Cannot Determine
Resale	A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	81	0.00%	3		Met Standard
Resale	A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	4.16%	746	0.00%	3	0.3599	Met Standard
Resale	A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	1.14%	612	0.00%	17	0.4375	Met Standard
Resale	A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	3				Cannot Determine
Resale	A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	67	0.00%	14		Met Standard
Resale		***% Provisioning Troubles within 30 Days***								
Resale	A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	7.74%	44,265	5.88%	4,115	4.2729	Met Standard
Resale	A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3.40%	617,622	4.55%	55,392	-14.3226	Failed Standard
Resale	A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	9.09%	44	0.00%	5	0.6701	Met Standard
Resale	A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res						Cannot Determine
Resale	A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/FL(%)	Bus	2.38%	37,783	4.83%	393	-3.1669	Failed Standard
Resale	A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	4.84%	41,426	4.03%	2,980	1.9868	Met Standard
Resale	A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	6.06%	264	25.00%	4	-1.5756	Met Standard
Resale	A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	8				Cannot Determine
Resale	A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3.28%	1,432	0.00%	5	0.4112	Met Standard
Resale	A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	6.67%	30	0.00%	25	0.9869	Met Standard
Resale	A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	5				Cannot Determine
Resale	A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design						Cannot Determine
Resale	A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	0.93%	108				Cannot Determine
Resale	A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	2.21%	226	0.00%	26	0.7263	Met Standard
Resale	A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	2	0.00%	1		Met Standard
Resale	A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	1.85%	54	0.00%	1	0.1361	Met Standard
Resale	A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	1.26%	637	33.33%	3	-4.9775	Failed Standard
Resale	A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.50%	1,408	0.00%	22	0.3290	Met Standard
Resale	A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	3.23%	31				Cannot Determine
Resale	A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	10.20%	49	0.00%	1	0.3337	Met Standard

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Resale	A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	0.88%	1,020	0.00%	3	0.1632	Met Standard
Resale	A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0.24%	838	0.00%	13	0.1750	Met Standard
Resale	A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	6				Cannot Determine
Resale	A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	36	0.00%	4		Met Standard
Resale		***Average Completion Notice Interval - Mechanized***								
Resale	A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Res	5.40	45,873	1.03	3,566	10.3052	Met Standard
Resale	A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	0.99	630,051	0.81	57,515	7.6974	Met Standard
Resale	A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	10.59	78	0.22	5	0.6311	Met Standard
Resale	A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Res						Cannot Determine
Resale	A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Bus	2.73	46,429	1.39	319	1.4516	Met Standard
Resale	A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Bus	2.17	42,339	0.80	2,525	4.1155	Met Standard
Resale	A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	8.57	265	2.00	1	0.1950	Met Standard
Resale	A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	2.17	12	0.02	1	0.3263	Met Standard
Resale	A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	182.10	1,795				Cannot Determine
Resale	A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	102.43	47				Cannot Determine
Resale	A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	19.50	8				Cannot Determine
Resale	A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Design						Cannot Determine
Resale	A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	100.60	73				Cannot Determine
Resale	A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	33.66	225	0.49	4	0.3937	Met Standard
Resale	A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	4.37	4				Cannot Determine
Resale	A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	1.36	49	0.95	1	0.1763	Met Standard
Resale	A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	14.51	634				Cannot Determine
Resale	A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	8.52	1,588	2.97	4	0.2670	Met Standard
Resale	A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	9.19	92				Cannot Determine
Resale	A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	11.86	81	0.02	2	0.5148	Met Standard
Resale	A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	115.33	728	0.02	2	0.4527	Met Standard
Resale	A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	15.16	604	0.61	3	0.2393	Met Standard
Resale	A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN	0.02	3				Cannot Determine
Resale	A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN	1.28	66	0.83	2	0.1442	Met Standard
Resale		***Average Completion Notice Interval - Non-Mechanized***								
Resale	A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic			20.26	123		Diagnostic
Resale	A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.06	277		Diagnostic
Resale	A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Diagnostic			30.60	76		Diagnostic
Resale	A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			20.36	334		Diagnostic
Resale	A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			36.06	3		Diagnostic
Resale	A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0.17	1		Diagnostic
Resale	A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Diagnostic			32.77	1		Diagnostic
Resale	A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			39.23	1		Diagnostic
Resale	A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	Diagnostic			22.23	1		Diagnostic
Resale	A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			13.71	9		Diagnostic
Resale	A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic			21.95	1		Diagnostic
Resale	A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			18.51	4		Diagnostic
Resale	A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			19.28	5		Diagnostic
Resale	A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.55	15		Diagnostic
Resale	A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14.00	1		Diagnostic
Resale	A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			18.08	1		Diagnostic
Resale	A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			27.33	13		Diagnostic
Resale	A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
Resale	A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.28	12		Diagnostic
Resale		***Total Service Order Cycle Time - Mechanized***								
Resale	A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.10	2,344		Diagnostic
Resale	A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.79	40,130		Diagnostic
Resale	A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.60	5		Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.14	133		Diagnostic
Resale	A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.05	1,062		Diagnostic
Resale	A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale		***Total Service Order Cycle Time - Partially Mechanized***								
Resale	A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.89	445		Diagnostic
Resale	A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.74	13,014		Diagnostic
Resale	A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.27	73		Diagnostic
Resale	A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.84	798		Diagnostic
Resale	A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	1		Diagnostic
Resale	A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale		***Total Service Order Cycle Time - Non-Mechanized***								
Resale	A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.58	81		Diagnostic
Resale	A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.95	215		Diagnostic
Resale	A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			7.94	33		Diagnostic
Resale	A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.65	245		Diagnostic
Resale	A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1		Diagnostic
Resale	A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	1		Diagnostic
Resale	A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.00	1		Diagnostic
Resale	A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic

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						March (2002) Results				
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.14	7		Diagnostic
Resale	A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	1		Diagnostic
Resale	A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	4		Diagnostic
Resale	A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	3		Diagnostic
Resale	A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.89	9		Diagnostic
Resale	A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.00	1		Diagnostic
Resale	A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.33	9		Diagnostic
Resale	A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			14.75	12		Diagnostic
Resale		***Total Service Order Cycle Time (offered) - Mechanized***								
Resale	A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.04	2,200		Diagnostic
Resale	A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.88	31,495		Diagnostic
Resale	A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.60	5		Diagnostic
Resale	A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.14	133		Diagnostic
Resale	A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.13	942		Diagnostic
Resale	A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale		***Total Service Order Cycle Time (offered) - Partially Mechanized***								
Resale	A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.81	423		Diagnostic
Resale	A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.69	11,334		Diagnostic
Resale	A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.27	69		Diagnostic
Resale	A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.87	666		Diagnostic
Resale	A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale		***Total Service Order Cycle Time (offered) - Non-Mechanized***								
Resale	A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4.68	74		Diagnostic
Resale	A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.12	176		Diagnostic
Resale	A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			7.45	29		Diagnostic
Resale	A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.75	205		Diagnostic
Resale	A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1		Diagnostic
Resale	A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	1		Diagnostic
Resale	A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.83	6		Diagnostic
Resale	A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	1		Diagnostic
Resale	A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	4		Diagnostic
Resale	A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	3		Diagnostic
Resale	A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.38	8		Diagnostic
Resale	A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.33	9		Diagnostic
Resale	A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
Resale	A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			14.75	12		Diagnostic
Resale		***% Completions w/o Notice or < 24 hours***								
Resale	A.2.24.1.1	P-6	Residence/Dispatch/FL(%)	Diagnostic			11.89%	3,239		Diagnostic
Resale	A.2.24.1.2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			18.84%	55,419		Diagnostic
Resale	A.2.24.2.1	P-6	Business/Dispatch/FL(%)	Diagnostic			8.53%	293		Diagnostic
Resale	A.2.24.2.2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			14.59%	2,619		Diagnostic
Resale	A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			0.00%	1		Diagnostic
Resale	A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			0.00%	1		Diagnostic
Resale	A.2.24.4.1	P-6	PBX/Dispatch/FL(%)	Diagnostic			0.00%	1		Diagnostic
Resale	A.2.24.4.2	P-6	PBX/Non-Dispatch/FL(%)	Diagnostic			0.00%	16		Diagnostic
Resale	A.2.24.5.1	P-6	Centrex/Dispatch/FL(%)	Diagnostic			0.00%	3		Diagnostic
Resale	A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			0.00%	17		Diagnostic
Resale	A.2.24.6.1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			0.00%	4		Diagnostic
Resale	A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			0.00%	28		Diagnostic
Resale		***Service Order Accuracy***								
Resale	A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL(%)	>= 95%			92.14%	140		Failed Standard
Resale	A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			95.38%	130		Met Standard
Resale	A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	19		Met Standard
Resale	A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/FL(%)	>= 95%						Cannot Determine
Resale	A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/FL(%)	>= 95%			91.33%	150		Failed Standard
Resale	A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			93.85%	130		Failed Standard
Resale	A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	10		Met Standard
Resale	A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			84.62%	13		Failed Standard
Resale	A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			81.08%	37		Failed Standard
Resale	A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			91.84%	98		Failed Standard
Resale	A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	1		Met Standard
Resale	A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	6		Met Standard
Resale										
Resale		**Resale - Maintenance and Repair**								
Resale		***Missed Repair Appointments***								

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.3.1.1.1	M&R-1	Residence/Dispatch/FL(%)	Res	7.65%	71,853	3.86%	2,952	7.5855	Met Standard
Resale	A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	0.89%	44,221	1.33%	1,811	-1.9275	Failed Standard
Resale	A.3.1.2.1	M&R-1	Business/Dispatch/FL(%)	Bus	7.85%	13,657	7.31%	383	0.3866	Met Standard
Resale	A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL(%)	Bus	2.13%	9,378	2.07%	193	0.0572	Met Standard
Resale	A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	5.16%	1,375	0.00%	36	1.3821	Met Standard
Resale	A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	0.94%	1,699	0.00%	12	0.3366	Met Standard
Resale	A.3.1.4.1	M&R-1	PBX/Dispatch/FL(%)	PBX	17.28%	272	0.00%	5	1.0127	Met Standard
Resale	A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL(%)	PBX	1.99%	151	33.33%	15	-8.2977	Failed Standard
Resale	A.3.1.5.1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	12.70%	1,197	25.00%	4	-0.7377	Met Standard
Resale	A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	3.79%	871	0.00%	2	0.2803	Met Standard
Resale	A.3.1.6.1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	2.53%	277	0.00%	6	0.3902	Met Standard
Resale	A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	0.92%	434	0.00%	7	0.2531	Met Standard
Resale		***Customer Trouble Report Rate***								
Resale	A.3.2.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	1.66%	4,341,317	1.85%	159,559	-5.9464	Failed Standard
Resale	A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL(%)	Res	1.02%	4,341,317	1.14%	159,559	-4.5243	Failed Standard
Resale	A.3.2.2.1	M&R-2	Business/Dispatch/FL(%)	Bus	1.16%	1,180,519	6.57%	5,832	-38.3198	Failed Standard
Resale	A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL(%)	Bus	0.79%	1,180,519	3.31%	5,832	-21.4954	Failed Standard
Resale	A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	0.69%	198,926	1.32%	2,717	-3.9467	Failed Standard
Resale	A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL(%)	Design	0.85%	198,926	0.44%	2,717	2.3104	Met Standard
Resale	A.3.2.4.1	M&R-2	PBX/Dispatch/FL(%)	PBX	0.15%	182,067	0.07%	7,292	1.7510	Met Standard
Resale	A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0.08%	182,067	0.21%	7,292	-3.5695	Failed Standard
Resale	A.3.2.5.1	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0.51%	233,562	0.22%	1,810	1.7257	Met Standard
Resale	A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.37%	233,562	0.11%	1,810	1.8212	Met Standard
Resale	A.3.2.6.1	M&R-2	ISDN/Dispatch/FL(%)	ISDN	0.07%	374,480	0.14%	4,316	-1.5623	Met Standard
Resale	A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	0.12%	374,480	0.16%	4,316	-0.8883	Met Standard
Resale		***Maintenance Average Duration***								
Resale	A.3.3.1.1	M&R-3	Residence/Dispatch/FL(hours)	Res	16.98	71,853	14.45	2,952	6.3673	Met Standard
Resale	A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL(hours)	Res	4.92	44,221	4.78	1,811	0.4937	Met Standard
Resale	A.3.3.2.1	M&R-3	Business/Dispatch/FL(hours)	Bus	12.85	13,657	12.76	383	0.0799	Met Standard
Resale	A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL(hours)	Bus	3.81	9,378	3.24	193	0.5345	Met Standard
Resale	A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL(hours)	Design	8.78	1,375	3.83	36	1.1064	Met Standard
Resale	A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL(hours)	Design	2.61	1,699	1.70	12	0.2652	Met Standard
Resale	A.3.3.4.1	M&R-3	PBX/Dispatch/FL(hours)	PBX	13.91	272	16.61	5	-0.3286	Met Standard
Resale	A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL(hours)	PBX	4.05	151	8.75	15	-2.5025	Failed Standard
Resale	A.3.3.5.1	M&R-3	Centrex/Dispatch/FL(hours)	Centrex	15.32	1,197	8.18	4	0.6919	Met Standard
Resale	A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL(hours)	Centrex	3.81	871	1.13	2	0.6056	Met Standard
Resale	A.3.3.6.1	M&R-3	ISDN/Dispatch/FL(hours)	ISDN	6.62	277	5.51	6	0.2641	Met Standard
Resale	A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL(hours)	ISDN	2.72	434	1.88	7	0.3778	Met Standard
Resale		***% Repeat Troubles within 30 Days***								
Resale	A.3.4.1.1	M&R-4	Residence/Dispatch/FL(%)	Res	15.31%	71,853	11.31%	2,952	5.9130	Met Standard
Resale	A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL(%)	Res	14.64%	44,221	12.04%	1,811	3.0683	Met Standard
Resale	A.3.4.2.1	M&R-4	Business/Dispatch/FL(%)	Bus	13.26%	13,657	11.49%	383	1.0087	Met Standard
Resale	A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL(%)	Bus	13.14%	9,378	9.84%	193	1.3404	Met Standard
Resale	A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL(%)	Design	21.60%	1,375	5.56%	36	2.3093	Met Standard
Resale	A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL(%)	Design	21.31%	1,699	0.00%	12	1.7962	Met Standard
Resale	A.3.4.4.1	M&R-4	PBX/Dispatch/FL(%)	PBX	13.60%	272	20.00%	5	-0.4135	Met Standard
Resale	A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL(%)	PBX	9.27%	151	26.67%	15	-2.2154	Failed Standard
Resale	A.3.4.5.1	M&R-4	Centrex/Dispatch/FL(%)	Centrex	12.95%	1,197	25.00%	4	-0.7167	Met Standard
Resale	A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL(%)	Centrex	14.47%	871	0.00%	2	0.5809	Met Standard
Resale	A.3.4.6.1	M&R-4	ISDN/Dispatch/FL(%)	ISDN	14.08%	277	33.33%	6	-1.3415	Met Standard
Resale	A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL(%)	ISDN	12.21%	434	0.00%	7	0.9789	Met Standard
Resale		***Out of Service > 24 hours***								
Resale	A.3.5.1.1	M&R-5	Residence/Dispatch/FL(%)	Res	13.81%	46,551	10.65%	2,198	4.2048	Met Standard
Resale	A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL(%)	Res	3.97%	10,203	2.41%	539	1.8050	Met Standard
Resale	A.3.5.2.1	M&R-5	Business/Dispatch/FL(%)	Bus	9.56%	8,379	11.55%	277	-1.1098	Met Standard
Resale	A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL(%)	Bus	1.76%	3,406	2.25%	89	-0.3438	Met Standard
Resale	A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL(%)	Design	5.16%	1,375	0.00%	36	1.3821	Met Standard
Resale	A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL(%)	Design	0.94%	1,699	0.00%	12	0.3366	Met Standard

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					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Resale	A.3.5.4.1	M&R-5	PBX/Dispatch/FL(%)	PBX	13.21%	212	0.00%	4	0.7729	Met Standard
Resale	A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL(%)	PBX	3.66%	82	6.67%	15	-0.5706	Met Standard
Resale	A.3.5.5.1	M&R-5	Centrex/Dispatch/FL(%)	Centrex	18.96%	823	0.00%	2	0.6831	Met Standard
Resale	A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL(%)	Centrex	1.42%	424	0.00%	1	0.1197	Met Standard
Resale	A.3.5.6.1	M&R-5	ISDN/Dispatch/FL(%)	ISDN	2.53%	277	0.00%	6	0.3902	Met Standard
Resale	A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL(%)	ISDN	0.92%	434	0.00%	7	0.2531	Met Standard
Resale										
Resale		**Resale - Billing**								
Resale		***Invoice Accuracy***								
Resale	A.4.1	B-1	FL(%)	BST - State	96.33%	$510,100,820	99.92%	$13,719,205	-697.0307	Met Standard
Resale		***Mean Time to Deliver Invoices - CRIS***								
Resale	A.4.2	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,890		Met Standard
		Unbundled Network Elements - Ordering								
		% Rejected Service Requests - Mechanized								
UNE	B.1.1.1	O-7	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			14.77%	19,879		Diagnostic
UNE	B.1.1.4	O-7	Combo Other/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			30.41%	638		Diagnostic
UNE	B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			11.86%	59		Diagnostic
UNE	B.1.1.7	O-7	Line Sharing/FL(%)	Diagnostic			25.86%	348		Diagnostic
UNE	B.1.1.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			13.24%	1,178		Diagnostic
UNE	B.1.1.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			10.85%	765		Diagnostic
UNE	B.1.1.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			35.29%	51		Diagnostic
UNE	B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			98.23%	113		Diagnostic
UNE	B.1.1.14	O-7	Other Design/FL(%)	Diagnostic			31.31%	214		Diagnostic
UNE	B.1.1.15	O-7	Other Non-Design/FL(%)	Diagnostic			53.45%	12,581		Diagnostic
UNE	B.1.1.16	O-7	INP Standalone/FL(%)	Diagnostic						Diagnostic
UNE	B.1.1.17	O-13	LNP Standalone/FL(%)	Diagnostic			8.53%	3,832		Diagnostic
UNE		***% Rejected Service Requests - Partially Mechanized***								
UNE	B.1.2.1	O-7	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			32.02%	10,495		Diagnostic
UNE	B.1.2.4	O-7	Combo Other/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			4.55%	22		Diagnostic
UNE	B.1.2.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			12.75%	353		Diagnostic
UNE	B.1.2.7	O-7	Line Sharing/FL(%)	Diagnostic			49.58%	361		Diagnostic
UNE	B.1.2.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			35.97%	467		Diagnostic
UNE	B.1.2.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			19.10%	1,445		Diagnostic
UNE	B.1.2.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			42.34%	633		Diagnostic
UNE	B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			31.58%	2,473		Diagnostic
UNE	B.1.2.14	O-7	Other Design/FL(%)	Diagnostic			60.00%	170		Diagnostic
UNE	B.1.2.15	O-7	Other Non-Design/FL(%)	Diagnostic			36.86%	8,608		Diagnostic
UNE	B.1.2.16	O-7	INP Standalone/FL(%)	Diagnostic						Diagnostic
UNE	B.1.2.17	O-13	LNP Standalone/FL(%)	Diagnostic			44.83%	1,537		Diagnostic
UNE		***% Rejected Service Requests - Non-Mechanized***								
UNE	B.1.3.1	O-7	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.1.3.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			60.56%	71		Diagnostic
UNE	B.1.3.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			45.55%	1,473		Diagnostic
UNE	B.1.3.4	O-7	Combo Other/FL(%)	Diagnostic						Diagnostic
UNE	B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			29.52%	210		Diagnostic
UNE	B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			50.69%	217		Diagnostic
UNE	B.1.3.7	O-7	Line Sharing/FL(%)	Diagnostic			26.36%	129		Diagnostic

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						March (2002) Results				
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.3.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			44.04%	109		Diagnostic
UNE	B.1.3.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			36.56%	1,053		Diagnostic
UNE	B.1.3.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic						Diagnostic
UNE	B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			28.57%	14		Diagnostic
UNE	B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			57.89%	19		Diagnostic
UNE	B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			44.74%	76		Diagnostic
UNE	B.1.3.14	O-7	Other Design/FL(%)	Diagnostic			41.08%	830		Diagnostic
UNE	B.1.3.15	O-7	Other Non-Design/FL(%)	Diagnostic			36.16%	2,171		Diagnostic
UNE	B.1.3.16	O-7	INP Standalone/FL(%)	Diagnostic			60.00%	55		Diagnostic
UNE	B.1.3.17	O-13	LNP Standalone/FL(%)	Diagnostic			37.69%	804		Diagnostic
UNE		***Reject Interval - Mechanized***								
UNE	B.1.4.1	O-8	Switch Ports/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.2	O-8	Local Interoffice Transport/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.3	O-8	Loop + Port Combinations/FL(%)	>= 97% w in 1 hr			91.04%	2,945		Failed Standard
UNE	B.1.4.4	O-8	Combo Other/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 97% w in 1 hr			100.00%	194		Met Standard
UNE	B.1.4.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 97% w in 1 hr			71.43%	7		Failed Standard
UNE	B.1.4.7	O-8	Line Sharing/FL(%)	>= 97% w in 1 hr			70.00%	90		Failed Standard
UNE	B.1.4.8	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			61.68%	167		Failed Standard
UNE	B.1.4.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w in 1 hr			77.11%	83		Failed Standard
UNE	B.1.4.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 97% w in 1 hr			100.00%	18		Met Standard
UNE	B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 97% w in 1 hr			99.10%	111		Met Standard
UNE	B.1.4.14	O-8	Other Design/FL(%)	>= 97% w in 1 hr			72.46%	69		Failed Standard
UNE	B.1.4.15	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr			83.88%	6,836		Failed Standard
UNE	B.1.4.16	O-8	INP Standalone/FL(%)	>= 97% w in 1 hr						Cannot Determine
UNE	B.1.4.17	O-14	LNP Standalone/FL(%)	>= 97% w in 1 hr			98.78%	327		Met Standard
UNE		***Reject Interval - Partially Mechanized - 10 hours***								
UNE	B.1.7.1	O-8	Switch Ports/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			98.04%	3,423		Met Standard
UNE	B.1.7.4	O-8	Combo Other/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			100.00%	1		Met Standard
UNE	B.1.7.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			91.84%	49		Met Standard
UNE	B.1.7.7	O-8	Line Sharing/FL(%)	>= 85% w in 10 hrs			85.64%	181		Met Standard
UNE	B.1.7.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			84.74%	190		Failed Standard
UNE	B.1.7.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			71.02%	283		Failed Standard
UNE	B.1.7.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			80.56%	288		Failed Standard
UNE	B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			76.07%	840		Failed Standard
UNE	B.1.7.14	O-8	Other Design/FL(%)	>= 85% w in 10 hrs			95.37%	108		Met Standard
UNE	B.1.7.15	O-8	Other Non-Design/FL(%)	>= 85% w in 10 hrs			94.19%	3,307		Met Standard
UNE	B.1.7.16	O-8	INP Standalone/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.7.17	O-14	LNP Standalone/FL(%)	>= 85% w in 10 hrs			91.96%	709		Met Standard
UNE		***Reject Interval - Non-Mechanized***								
UNE	B.1.8.1	O-8	Switch Ports/FL(%)	>= 85% w in 24 hrs						Cannot Determine
UNE	B.1.8.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs			100.00%	43		Met Standard
UNE	B.1.8.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			98.40%	687		Met Standard
UNE	B.1.8.4	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs						Cannot Determine
UNE	B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 24 hrs			100.00%	62		Met Standard
UNE	B.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			99.21%	127		Met Standard
UNE	B.1.8.7	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			100.00%	34		Met Standard
UNE	B.1.8.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			100.00%	49		Met Standard
UNE	B.1.8.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			99.24%	397		Met Standard
UNE	B.1.8.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 24 hrs						Cannot Determine
UNE	B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 24 hrs			100.00%	4		Met Standard
UNE	B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			100.00%	11		Met Standard
UNE	B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs			97.06%	34		Met Standard

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.8.14	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			99.72%	352		Met Standard
UNE	B.1.8.15	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			99.75%	805		Met Standard
UNE	B.1.8.16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			100.00%	33		Met Standard
UNE	B.1.8.17	O-14	LNP Standalone/FL(%)	>= 85% w in 24 hrs			98.71%	310		Met Standard
UNE		***FOC Timeliness - Mechanized***								
UNE	B.1.9.1	O-9	Switch Ports/FL(%)	>= 95% w in 3 hrs						Cannot Determine
UNE	B.1.9.2	O-9	Local Interoffice Transport/FL(%)	>= 95% w in 3 hrs						Cannot Determine
UNE	B.1.9.3	O-9	Loop + Port Combinations/FL(%)	>= 95% w in 3 hrs			99.33%	17,081		Met Standard
UNE	B.1.9.4	O-9	Combo Other/FL(%)	>= 95% w in 3 hrs						Cannot Determine
UNE	B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 3 hrs			99.11%	448		Met Standard
UNE	B.1.9.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			94.44%	54		Failed Standard
UNE	B.1.9.7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs			97.76%	268		Met Standard
UNE	B.1.9.8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99.41%	1,016		Met Standard
UNE	B.1.9.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			99.28%	692		Met Standard
UNE	B.1.9.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 95% w in 3 hrs						Cannot Determine
UNE	B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 95% w in 3 hrs						Cannot Determine
UNE	B.1.9.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 95% w in 3 hrs			100.00%	33		Met Standard
UNE	B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100.00%	2		Met Standard
UNE	B.1.9.14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			100.00%	151		Met Standard
UNE	B.1.9.15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			99.50%	6,594		Met Standard
UNE	B.1.9.16	O-9	INP Standalone/FL(%)	>= 95% w in 3 hrs						Cannot Determine
UNE	B.1.9.17	O-15	LNP Standalone/FL(%)	>= 95% w in 3 hrs			97.75%	3,504		Met Standard
UNE		***FOC Timeliness - Partially Mechanized - 10 hours***								
UNE	B.1.12.1	O-9	Switch Ports/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.12.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.12.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			96.03%	7,536		Met Standard
UNE	B.1.12.4	O-9	Combo Other/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			72.73%	22		Failed Standard
UNE	B.1.12.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			91.19%	318		Met Standard
UNE	B.1.12.7	O-9	Line Sharing/FL(%)	>= 85% w in 10 hrs			97.65%	213		Met Standard
UNE	B.1.12.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			84.95%	319		Failed Standard
UNE	B.1.12.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			94.01%	1,285		Met Standard
UNE	B.1.12.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.12.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			90.41%	386		Met Standard
UNE	B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			92.64%	1,903		Met Standard
UNE	B.1.12.14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			84.78%	92		Failed Standard
UNE	B.1.12.15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs			93.96%	5,531		Met Standard
UNE	B.1.12.16	O-9	INP Standalone/FL(%)	>= 85% w in 10 hrs						Cannot Determine
UNE	B.1.12.17	O-15	LNP Standalone/FL(%)	>= 85% w in 10 hrs			93.26%	860		Met Standard
UNE		***FOC Timeliness - Non-Mechanized***								
UNE	B.1.13.1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs						Cannot Determine
UNE	B.1.13.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			96.00%	25		Met Standard
UNE	B.1.13.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			99.46%	735		Met Standard
UNE	B.1.13.4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs						Cannot Determine
UNE	B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 36 hrs			98.70%	154		Met Standard
UNE	B.1.13.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			95.73%	117		Met Standard
UNE	B.1.13.7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			100.00%	95		Met Standard
UNE	B.1.13.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			100.00%	69		Met Standard
UNE	B.1.13.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	654		Met Standard
UNE	B.1.13.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs						Cannot Determine
UNE	B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	8		Met Standard
UNE	B.1.13.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 36 hrs			100.00%	9		Met Standard
UNE	B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	41		Met Standard
UNE	B.1.13.14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			100.00%	499		Met Standard
UNE	B.1.13.15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			99.58%	1,441		Met Standard
UNE	B.1.13.16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs			100.00%	20		Met Standard
UNE	B.1.13.17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			99.80%	503		Met Standard
UNE		***FOC & Reject Response Completeness - Mechanized***								
UNE	B.1.14.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%						Cannot Determine

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.14.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			99.84%	3,102		Met Standard
UNE	B.1.14.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.96%	16,777		Met Standard
UNE	B.1.14.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	286		Met Standard
UNE	B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	352		Met Standard
UNE	B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	3		Met Standard
UNE	B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	56		Met Standard
UNE	B.1.14.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100.00%	226		Met Standard
UNE	B.1.14.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100.00%	122		Met Standard
UNE	B.1.14.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			95.32%	470		Met Standard
UNE	B.1.14.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			95.76%	708		Met Standard
UNE	B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99.22%	765		Met Standard
UNE	B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	43		Met Standard
UNE	B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	8		Met Standard
UNE	B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.00%	113		Met Standard
UNE	B.1.14.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			99.05%	105		Met Standard
UNE	B.1.14.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			99.08%	109		Met Standard
UNE	B.1.14.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99.95%	11,658		Met Standard
UNE	B.1.14.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			100.00%	923		Met Standard
UNE	B.1.14.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.14.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.97%	3,530		Met Standard
UNE	B.1.14.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	302		Met Standard
UNE		***FOC & Reject Response Completeness - Partially Mechanized***								
UNE	B.1.15.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			100.00%	1,011		Met Standard
UNE	B.1.15.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.98%	9,484		Met Standard
UNE	B.1.15.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	6		Met Standard
UNE	B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	16		Met Standard
UNE	B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	72		Met Standard
UNE	B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			99.29%	281		Met Standard
UNE	B.1.15.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			99.00%	200		Met Standard
UNE	B.1.15.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100.00%	161		Met Standard
UNE	B.1.15.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			97.88%	283		Met Standard
UNE	B.1.15.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			98.91%	184		Met Standard
UNE	B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99.79%	1,445		Met Standard
UNE	B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			99.78%	463		Met Standard
UNE	B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			99.41%	170		Met Standard
UNE	B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			99.96%	2,473		Met Standard

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					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.15.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			100.00%	65		Met Standard
UNE	B.1.15.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			100.00%	105		Met Standard
UNE	B.1.15.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99.93%	8,292		Met Standard
UNE	B.1.15.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			99.05%	316		Met Standard
UNE	B.1.15.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.15.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.92%	1,210		Met Standard
UNE	B.1.15.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	327		Met Standard
UNE		***FOC & Reject Response Completeness - Non-Mechanized***								
UNE	B.1.16.1	O-11	Switch Ports/FL(%)	>= 95%						Cannot Determine
UNE	B.1.16.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			92.96%	71		Failed Standard
UNE	B.1.16.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			92.12%	1,473		Failed Standard
UNE	B.1.16.4	O-11	Combo Other/FL(%)	>= 95%						Cannot Determine
UNE	B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			99.52%	210		Met Standard
UNE	B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			95.85%	217		Met Standard
UNE	B.1.16.7	O-11	Line Sharing/FL(%)	>= 95%			98.45%	129		Met Standard
UNE	B.1.16.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			99.08%	109		Met Standard
UNE	B.1.16.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			97.53%	1,053		Met Standard
UNE	B.1.16.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%						Cannot Determine
UNE	B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			92.86%	14		Failed Standard
UNE	B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			100.00%	19		Met Standard
UNE	B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			100.00%	76		Met Standard
UNE	B.1.16.14	O-11	Other Design/FL(%)	>= 95%			97.59%	830		Met Standard
UNE	B.1.16.15	O-11	Other Non-Design/FL(%)	>= 95%			98.85%	2,171		Met Standard
UNE	B.1.16.16	O-11	INP Standalone/FL(%)	>= 95%			98.18%	55		Met Standard
UNE	B.1.16.17	O-11	LNP Standalone/FL(%)	>= 95%			99.25%	804		Met Standard
UNE		***FOC & Reject Response Completeness (Multiple Responses) - Mechanized***								
UNE	B.1.17.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			86.24%	3,097		Failed Standard
UNE	B.1.17.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			96.09%	16,771		Met Standard
UNE	B.1.17.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	286		Met Standard
UNE	B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			99.15%	352		Met Standard
UNE	B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	3		Met Standard
UNE	B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			98.21%	56		Met Standard
UNE	B.1.17.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			81.42%	226		Failed Standard
UNE	B.1.17.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			96.72%	122		Met Standard
UNE	B.1.17.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			78.35%	448		Failed Standard
UNE	B.1.17.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			93.51%	678		Failed Standard
UNE	B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			93.54%	759		Failed Standard
UNE	B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	43		Met Standard
UNE	B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	8		Met Standard
UNE	B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.00%	113		Met Standard
UNE	B.1.17.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			77.88%	104		Failed Standard
UNE	B.1.17.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			74.07%	108		Failed Standard
UNE	B.1.17.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			45.18%	11,652		Failed Standard
UNE	B.1.17.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			90.14%	923		Failed Standard
UNE	B.1.17.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.17.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100.00%	3,529		Met Standard

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.1.17.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	302		Met Standard
UNE		***FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized***								
UNE	B.1.18.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			94.36%	1,011		Failed Standard
UNE	B.1.18.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			94.24%	9,482		Failed Standard
UNE	B.1.18.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	6		Met Standard
UNE	B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	16		Met Standard
UNE	B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			98.61%	72		Met Standard
UNE	B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			97.85%	279		Met Standard
UNE	B.1.18.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			87.37%	198		Failed Standard
UNE	B.1.18.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			84.47%	161		Failed Standard
UNE	B.1.18.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			89.89%	277		Failed Standard
UNE	B.1.18.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			95.05%	182		Met Standard
UNE	B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			92.79%	1,442		Failed Standard
UNE	B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			97.40%	462		Met Standard
UNE	B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			95.27%	169		Met Standard
UNE	B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			92.52%	2,472		Failed Standard
UNE	B.1.18.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			90.77%	65		Failed Standard
UNE	B.1.18.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			78.10%	105		Failed Standard
UNE	B.1.18.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			97.73%	8,286		Met Standard
UNE	B.1.18.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			95.53%	313		Met Standard
UNE	B.1.18.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%						Cannot Determine
UNE	B.1.18.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			98.84%	1,209		Met Standard
UNE	B.1.18.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			98.47%	327		Met Standard
UNE		***FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized***								
UNE	B.1.19.1	O-11	Switch Ports/FL(%)	>= 95%						Cannot Determine
UNE	B.1.19.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			87.88%	66		Failed Standard
UNE	B.1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			91.53%	1,357		Failed Standard
UNE	B.1.19.4	O-11	Combo Other/FL(%)	>= 95%						Cannot Determine
UNE	B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			98.09%	209		Met Standard
UNE	B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			94.23%	208		Failed Standard
UNE	B.1.19.7	O-11	Line Sharing/FL(%)	>= 95%			92.91%	127		Failed Standard
UNE	B.1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			92.59%	108		Failed Standard
UNE	B.1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			92.89%	1,027		Failed Standard
UNE	B.1.19.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%						Cannot Determine
UNE	B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			92.31%	13		Failed Standard
UNE	B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			94.74%	19		Failed Standard
UNE	B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			96.05%	76		Met Standard
UNE	B.1.19.14	O-11	Other Design/FL(%)	>= 95%			94.57%	810		Failed Standard
UNE	B.1.19.15	O-11	Other Non-Design/FL(%)	>= 95%			95.43%	2,146		Met Standard
UNE	B.1.19.16	O-11	INP Standalone/FL(%)	>= 95%			98.15%	54		Met Standard
UNE	B.1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			98.12%	798		Met Standard
UNE										
UNE		**Unbundled Network Elements - Provisioning**								
UNE		***Order Completion Interval***								
UNE	B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.07	81,578				Cannot Determine
UNE	B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.85	628,759				Cannot Determine
UNE	B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.60	269				Cannot Determine

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					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	6.48	9				Cannot Determine
UNE	B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	DS1/DS3	14.97	2,584	20.24	29	-2.0418	Failed Standard
UNE	B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	DS1/DS3	0.33	1				Cannot Determine
UNE	B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	DS1/DS3						Cannot Determine
UNE	B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	DS1/DS3						Cannot Determine
UNE	B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	R&B	3.08	82,167	3.12	722	-0.1927	Met Standard
UNE	B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0.85	630,748	0.62	16,493	22.7755	Met Standard
UNE	B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	0.33	382,512	0.33	10,865		Failed Standard
UNE	B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	1.66	248,236	1.17	5,628	19.9054	Met Standard
UNE	B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	8.26	354	2.19	7	0.9505	Met Standard
UNE	B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.61	137	0.33	1	0.5423	Met Standard
UNE	B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	0.33	37	0.33	1		Met Standard
UNE	B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(days)	R&B	3.46	100				Cannot Determine
UNE	B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	3.46	84,383	11.48	84	-9.9474	Failed Standard
UNE	B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D - Disp	3.46	84,383				Cannot Determine
UNE	B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D - Disp	8.37	363				Cannot Determine
UNE	B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL(days)	R&B&D - Disp	8.37	363				Cannot Determine
UNE	B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN - BRI	12.63	358	11.52	215	1.0779	Met Standard
UNE	B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.62	329				Cannot Determine
UNE	B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL(days)	ISDN - BRI						Cannot Determine
UNE	B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL(days)	ISDN - BRI	5.67	2				Cannot Determine
UNE	B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL(days)	ISDN - BRI						Cannot Determine
UNE	B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.00	1				Cannot Determine
UNE	B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	3.92	9,193	8.33	6	-2.9170	Failed Standard
UNE	B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	3.43	5,993	3.33	10	0.2668	Met Standard
UNE	B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	4.40	20				Cannot Determine
UNE	B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail	5.00	1				Cannot Determine
UNE	B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/FL(days)	ADSL to Retail	4.00	1				Cannot Determine
UNE	B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail						Cannot Determine
UNE	B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.08	82,167	5.13	298	-7.1619	Failed Standard
UNE	B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.08	82,167				Cannot Determine
UNE	B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.26	354	7.67	3	0.0611	Met Standard
UNE	B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.26	354				Cannot Determine
UNE	B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.07	81,578	3.89	773	-4.5892	Failed Standard
UNE	B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.65	246,905	2.87	15	-2.5627	Failed Standard
UNE	B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.60	269	5.67	6	0.3912	Met Standard
UNE	B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	7.25	8	2.50	2	1.3038	Met Standard
UNE	B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.08	82,167				Cannot Determine
UNE	B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.08	82,167				Cannot Determine
UNE	B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.26	354				Cannot Determine
UNE	B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.26	354				Cannot Determine
UNE	B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.07	81,578				Cannot Determine
UNE	B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.65	246,905				Cannot Determine
UNE	B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.60	269				Cannot Determine
UNE	B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	7.25	8				Cannot Determine
UNE	B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.08	82,167	5.34	125	-5.1401	Failed Standard
UNE	B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.08	82,167				Cannot Determine
UNE	B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.26	354				Cannot Determine
UNE	B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.26	354				Cannot Determine
UNE	B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.07	81,578	5.05	566	-9.5578	Failed Standard
UNE	B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.65	246,905	5.23	491	-43.1516	Failed Standard
UNE	B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.60	269	7.60	25	0.2639	Met Standard
UNE	B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	7.25	8	6.73	22	0.2747	Met Standard
UNE	B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	17.41	2,216	9.25	4	0.6074	Met Standard
UNE	B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	5.94	419	3.00	9	0.5737	Met Standard
UNE	B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	12.89	9				Cannot Determine
UNE	B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	3.75	61				Cannot Determine
UNE	B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	3.08	82,167	4.89	35	-2.1697	Failed Standard
UNE	B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0.85	630,748	1.91	26	-4.0720	Failed Standard
UNE	B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL(days)	R&B	8.26	354	12.00	1	-0.2232	Met Standard

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					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.61	137				Cannot Determine
UNE	B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.07	81,578	0.33	1	0.5566	Met Standard
UNE	B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.85	628,759				Cannot Determine
UNE	B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.60	269				Cannot Determine
UNE	B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	6.48	9				Cannot Determine
UNE	B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.07	81,578	1.17	2	0.5472	Met Standard
UNE	B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.85	628,759	0.64	3,325	9.1780	Met Standard
UNE	B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.60	269				Cannot Determine
UNE	B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	6.48	9	0.33	4	1.7362	Met Standard
UNE	B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	4.66	10,001	8.27	391	-11.1552	Failed Standard
UNE	B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.83	6,785				Cannot Determine
UNE	B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1	3.87	15				Cannot Determine
UNE	B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.50	2				Cannot Determine
UNE	B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	16.17	283	6.47	214	4.5200	Met Standard
UNE	B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	4.72	269				Cannot Determine
UNE	B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	8.00	2				Cannot Determine
UNE	B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	3.75	61				Cannot Determine
UNE		***Order Completion Interval within X days***								
UNE	B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL(days)	14 days						Cannot Determine
UNE	B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL(days)	7 days			4.47	195		Met Standard
UNE		***Held Orders***								
UNE	B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	10.48	306				Cannot Determine
UNE	B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)	6.00	1				Cannot Determine
UNE	B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	19.45	47				Cannot Determine
UNE	B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	4.00	1				Cannot Determine
UNE	B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	17.50	2	0.00	0		Met Standard
UNE	B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0		Met Standard
UNE	B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	21.29	7	0.00	0		Met Standard
UNE	B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice						Cannot Determine
UNE	B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice						Cannot Determine
UNE	B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice						Cannot Determine
UNE	B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL(days)	R&B	10.44	308	7.44	9	0.7830	Met Standard
UNE	B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B	6.00	1	0.00	0		Met Standard
UNE	B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	19.45	47	0.00	0		Met Standard
UNE	B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	4.00	1	0.00	0		Met Standard
UNE	B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL(days)	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL(days)	R&B&D - Disp	10.44	308	0.00	0		Met Standard
UNE	B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp	6.00	1	0.00	0		Met Standard
UNE	B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D - Disp	20.00	52	0.00	0		Met Standard
UNE	B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	4.00	1				Cannot Determine
UNE	B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0				Cannot Determine
UNE	B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL(days)	R&B&D - Disp	0.00	0				Cannot Determine
UNE	B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL(days)	ADSL to Retail	15.34	127	26.00	1	-0.7774	Met Standard
UNE	B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0		Met Standard
UNE	B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL(days)	ADSL to Retail	8.67	3	0.00	0		Met Standard
UNE	B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL(days)	ISDN - BRI	0.00	0	0.00	0		Met Standard
UNE	B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0	0.00	0		Met Standard
UNE	B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI	10.00	1	0.00	0		Met Standard
UNE	B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL(days)	ISDN - BRI	0.00	0				Cannot Determine
UNE	B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0				Cannot Determine
UNE	B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	ISDN - BRI	0.00	0				Cannot Determine
UNE	B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	15.34	127	0.00	0		Met Standard
UNE	B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0		Met Standard
UNE	B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/FL(days)	ADSL to Retail	8.67	3	0.00	0		Met Standard

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0				Cannot Determine
UNE	B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/FL(days)	R&B - Disp	10.44	308	0.00	0		Met Standard
UNE	B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp	6.00	1	0.00	0		Met Standard
UNE	B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	19.45	47	0.00	0		Met Standard
UNE	B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B - Disp	4.00	1	0.00	0		Met Standard
UNE	B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	10.48	306	5.00	3	0.8341	Met Standard
UNE	B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	6.00	1	0.00	0		Met Standard
UNE	B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19.45	47	0.00	0		Met Standard
UNE	B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	4.00	1	0.00	0		Met Standard
UNE	B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL(days)	R&B - Disp	10.44	308				Cannot Determine
UNE	B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	6.00	1				Cannot Determine
UNE	B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B - Disp	19.45	47				Cannot Determine
UNE	B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	4.00	1				Cannot Determine
UNE	B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0				Cannot Determine
UNE	B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0				Cannot Determine
UNE	B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	10.48	306				Cannot Determine
UNE	B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	6.00	1				Cannot Determine
UNE	B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19.45	47				Cannot Determine
UNE	B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	4.00	1				Cannot Determine
UNE	B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0				Cannot Determine
UNE	B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0				Cannot Determine
UNE	B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL(days)	R&B - Disp	10.44	308	0.00	0		Met Standard
UNE	B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	6.00	1	0.00	0		Met Standard
UNE	B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B - Disp	19.45	47	0.00	0		Met Standard
UNE	B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	4.00	1	0.00	0		Met Standard
UNE	B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0.00	0		Met Standard
UNE	B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	10.48	306	5.50	2	0.6199	Met Standard
UNE	B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	6.00	1	0.00	0		Met Standard
UNE	B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19.45	47	0.00	0		Met Standard
UNE	B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	4.00	1	0.00	0		Met Standard
UNE	B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0		Met Standard
UNE	B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/FL(days)	Design	0.00	0	0.00	0		Met Standard
UNE	B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0		Met Standard
UNE	B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/FL(days)	Design	26.14	7	0.00	0		Met Standard
UNE	B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/FL(days)	Design	0.00	0				Cannot Determine
UNE	B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/FL(days)	Design	0.00	0				Cannot Determine
UNE	B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL(days)	Design	0.00	0				Cannot Determine
UNE	B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/FL(days)	R&B	10.44	308	0.00	0		Met Standard
UNE	B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B	6.00	1	0.00	0		Met Standard
UNE	B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	19.45	47	0.00	0		Met Standard
UNE	B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	4.00	1	0.00	0		Met Standard
UNE	B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/FL(days)	R&B	0.00	0	0.00	0		Met Standard
UNE	B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	10.48	306	0.00	0		Met Standard
UNE	B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	6.00	1	0.00	0		Met Standard
UNE	B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	19.45	47	0.00	0		Met Standard
UNE	B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	4.00	1				Cannot Determine
UNE	B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0				Cannot Determine
UNE	B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	10.48	306	0.00	0		Met Standard
UNE	B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	6.00	1	0.00	0		Met Standard
UNE	B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	19.45	47	0.00	0		Met Standard

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	4.00	1	0.00	0		Met Standard
UNE	B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0		Met Standard
UNE	B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0	0.00	0		Met Standard
UNE	B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL(days)	Digital Loop < DS1	15.87	128	0.00	0		Met Standard
UNE	B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0	0.00	0		Met Standard
UNE	B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/FL(days)	Digital Loop < DS1	9.00	4	0.00	0		Met Standard
UNE	B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL(days)	Digital Loop < DS1	0.00	0				Cannot Determine
UNE	B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0				Cannot Determine
UNE	B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL(days)	Digital Loop < DS1	0.00	0				Cannot Determine
UNE	B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0		Met Standard
UNE	B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0		Met Standard
UNE	B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0		Met Standard
UNE	B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0				Cannot Determine
UNE	B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0				Cannot Determine
UNE	B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0				Cannot Determine
UNE		***% Jeopardies - Mechanized***								
UNE	B.2.5.1	P-2	Switch Ports/FL(%)	R&B (POTS)	0.70%	767,243				Cannot Determine
UNE	B.2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	31.47%	2,726				Cannot Determine
UNE	B.2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.72%	770,136	0.22%	20,640	8.3693	Met Standard
UNE	B.2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	5.90%	98,943	40.00%	10	-4.5756	Failed Standard
UNE	B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	15.27%	19,969	6.28%	207	3.5784	Met Standard
UNE	B.2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	10.39%	722	33.59%	128	-7.9308	Failed Standard
UNE	B.2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	15.27%	19,969	0.00%	22	1.9904	Met Standard
UNE	B.2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.72%	770,136	15.06%	405	-34.2434	Failed Standard
UNE	B.2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	385,139	11.29%	912	-25.3559	Failed Standard
UNE	B.2.5.10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0.72%	770,136				Cannot Determine
UNE	B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	385,139				Cannot Determine
UNE	B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.72%	770,136	7.69%	273	-13.6736	Failed Standard
UNE	B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	385,139	5.14%	1,694	-13.0266	Failed Standard
UNE	B.2.5.14	P-2	Other Design/FL(%)	Design	8.52%	3,887	6.25%	16	0.3240	Met Standard
UNE	B.2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.72%	770,136	1.96%	51	-1.0550	Met Standard
UNE	B.2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.70%	767,243				Cannot Determine
UNE	B.2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.70%	767,243	0.00%	2,901	4.5290	Met Standard
UNE	B.2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	15.11%	21,840	17.24%	319	-1.0577	Met Standard
UNE	B.2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	7.89%	1,229	49.64%	139	-17.3028	Failed Standard
UNE		***% Jeopardies - Non-Mechanized***								
UNE	B.2.6.1	P-2	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.2.6.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic			0.00%	30		Diagnostic
UNE	B.2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			2.56%	547		Diagnostic
UNE	B.2.6.4	P-2	Combo Other/FL(%)	Diagnostic			37.11%	97		Diagnostic
UNE	B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			10.58%	104		Diagnostic
UNE	B.2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			26.97%	152		Diagnostic
UNE	B.2.6.7	P-2	Line Sharing/FL(%)	Diagnostic						Diagnostic
UNE	B.2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			9.09%	11		Diagnostic
UNE	B.2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			2.88%	139		Diagnostic
UNE	B.2.6.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic						Diagnostic
UNE	B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic						Diagnostic
UNE	B.2.6.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			16.67%	6		Diagnostic
UNE	B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			5.00%	40		Diagnostic
UNE	B.2.6.14	P-2	Other Design/FL(%)	Diagnostic			100.00%	1		Diagnostic
UNE	B.2.6.15	P-2	Other Non-Design/FL(%)	Diagnostic			0.00%	32		Diagnostic
UNE	B.2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic			0.00%	1		Diagnostic
UNE	B.2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.00%	452		Diagnostic
UNE	B.2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			20.41%	245		Diagnostic
UNE	B.2.6.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			49.41%	255		Diagnostic
UNE		***Average Jeopardy Notice Interval - Mechanized***								
UNE	B.2.8.1	P-2	Switch Ports/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.2	P-2	Local Interoffice Transport/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			94.66	28		Met Standard
UNE	B.2.8.4	P-2	Combo Other/FL(hours)	>= 48 hrs			356.35	4		Met Standard

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UNE	B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	>= 48 hrs			89.60	10		Met Standard
UNE	B.2.8.6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			320.48	43		Met Standard
UNE	B.2.8.7	P-2	Line Sharing/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.8	P-2	2W Analog Loop Design/FL(hours)	>= 48 hrs			153.76	60		Met Standard
UNE	B.2.8.9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			94.36	89		Met Standard
UNE	B.2.8.10	P-2	2W Analog Loop w/INP Design/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	>= 48 hrs			134.72	21		Met Standard
UNE	B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			123.85	85		Met Standard
UNE	B.2.8.14	P-2	Other Design/FL(hours)	>= 48 hrs			146.63	1		Met Standard
UNE	B.2.8.15	P-2	Other Non-Design/FL(hours)	>= 48 hrs			49.02	1		Met Standard
UNE	B.2.8.16	P-2	INP (Standalone)/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.17	P-2	LNP (Standalone)/FL(hours)	>= 48 hrs						Cannot Determine
UNE	B.2.8.18	P-2	Digital Loop < DS1/FL(hours)	>= 48 hrs			280.81	52		Met Standard
UNE	B.2.8.19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			277.79	69		Met Standard
UNE		***Average Jeopardy Notice Interval - Non-Mechanized***								
UNE	B.2.9.1	P-2	Switch Ports/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.2	P-2	Local Interoffice Transport/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.3	P-2	Loop + Port Combinations/FL(hours)	Diagnostic			75.41	11		Diagnostic
UNE	B.2.9.4	P-2	Combo Other/FL(hours)	Diagnostic			306.67	36		Diagnostic
UNE	B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	Diagnostic			170.00	9		Diagnostic
UNE	B.2.9.6	P-2	UNE ISDN/FL(hours)	Diagnostic			254.73	38		Diagnostic
UNE	B.2.9.7	P-2	Line Sharing/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.8	P-2	2W Analog Loop Design/FL(hours)	Diagnostic			130.00	1		Diagnostic
UNE	B.2.9.9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic			106.00	4		Diagnostic
UNE	B.2.9.10	P-2	2W Analog Loop w/INP Design/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	Diagnostic			82.00	1		Diagnostic
UNE	B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic			139.74	2		Diagnostic
UNE	B.2.9.14	P-2	Other Design/FL(hours)	Diagnostic			196.98	1		Diagnostic
UNE	B.2.9.15	P-2	Other Non-Design/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.16	P-2	INP (Standalone)/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.17	P-2	LNP (Standalone)/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.9.18	P-2	Digital Loop < DS1/FL(hours)	Diagnostic			244.39	45		Diagnostic
UNE	B.2.9.19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			196.32	119		Diagnostic
UNE		***% Jeopardy Notice >= 48 hours - Mechanized***								
UNE	B.2.10.1	P-2	Switch Ports/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			100.00%	28		Met Standard
UNE	B.2.10.4	P-2	Combo Other/FL(%)	95% >= 48 hrs			100.00%	4		Met Standard
UNE	B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	95% >= 48 hrs			70.00%	10		Failed Standard
UNE	B.2.10.6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs			97.67%	43		Met Standard
UNE	B.2.10.7	P-2	Line Sharing/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.8	P-2	2W Analog Loop Design/FL(%)	95% >= 48 hrs			95.00%	60		Met Standard
UNE	B.2.10.9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			97.75%	89		Met Standard
UNE	B.2.10.10	P-2	2W Analog Loop w/INP Design/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.12	P-2	2W Analog Loop w/LNP Design/FL(%)	95% >= 48 hrs			95.24%	21		Met Standard
UNE	B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			98.82%	85		Met Standard
UNE	B.2.10.14	P-2	Other Design/FL(%)	95% >= 48 hrs			100.00%	1		Met Standard
UNE	B.2.10.15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs			100.00%	1		Met Standard
UNE	B.2.10.16	P-2	INP (Standalone)/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.17	P-2	LNP (Standalone)/FL(%)	95% >= 48 hrs						Cannot Determine
UNE	B.2.10.18	P-2	Digital Loop < DS1/FL(%)	95% >= 48 hrs			92.31%	52		Failed Standard
UNE	B.2.10.19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			98.55%	69		Met Standard
UNE		***% Jeopardy Notice >= 48 hours - Non-Mechanized***								
UNE	B.2.11.1	P-2	Switch Ports/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			90.91%	11		Diagnostic
UNE	B.2.11.4	P-2	Combo Other/FL(%)	Diagnostic			97.22%	36		Diagnostic

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UNE	B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			100.00%	9		Diagnostic
UNE	B.2.11.6	P-2	UNE ISDN/FL(%)	Diagnostic			92.11%	38		Diagnostic
UNE	B.2.11.7	P-2	Line Sharing/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			100.00%	1		Diagnostic
UNE	B.2.11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			100.00%	4		Diagnostic
UNE	B.2.11.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			100.00%	1		Diagnostic
UNE	B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			100.00%	2		Diagnostic
UNE	B.2.11.14	P-2	Other Design/FL(%)	Diagnostic			100.00%	1		Diagnostic
UNE	B.2.11.15	P-2	Other Non-Design/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.16	P-2	INP (Standalone)/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.17	P-2	LNP (Standalone)/FL(%)	Diagnostic						Diagnostic
UNE	B.2.11.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			93.33%	45		Diagnostic
UNE	B.2.11.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			99.16%	119		Diagnostic
UNE		***Coordinated Customers Conversions***								
UNE	B.2.12.1	P-7	Loops with INP/FL(%)	>= 95% w in 15 min						Cannot Determine
UNE	B.2.12.2	P-7	Loops with LNP/FL(%)	>= 95% w in 15 min			99.71%	6,633		Met Standard
UNE		***% Hot Cuts > 15 minutes Early***								
UNE	B.2.13.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.00%	1,348		Met Standard
UNE	B.2.13.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			2.70%	37		Met Standard
UNE	B.2.13.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	65		Met Standard
UNE	B.2.13.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	228		Met Standard
UNE		***Hot Cut Timeliness***								
UNE	B.2.14.1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			99.70%	1,348		Met Standard
UNE	B.2.14.2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			97.30%	37		Met Standard
UNE	B.2.14.3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100.00%	65		Met Standard
UNE	B.2.14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			100.00%	228		Met Standard
UNE		***% Hot Cuts > 15 minutes Late***								
UNE	B.2.15.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.30%	1,348		Met Standard
UNE	B.2.15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	37		Met Standard
UNE	B.2.15.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	65		Met Standard
UNE	B.2.15.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	228		Met Standard
UNE		***Average Recovery Time - CCC***								
UNE	B.2.16.1	P-7B	Loops with INP/FL(minutes)	Diagnostic						Diagnostic
UNE	B.2.16.2	P-7B	Loops with LNP/FL(minutes)	Diagnostic			235.90	27		Diagnostic
UNE		***% Provisioning Troubles within 7 Days - Hot Cuts***								
UNE	B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			1.97%	1,322		Met Standard
UNE	B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/FL(%)	<= 5%						Cannot Determine
UNE	B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/FL(%)	<= 5%			0.51%	1,571		Met Standard
UNE	B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0.47%	1,719		Met Standard
UNE		***% Missed Installation Appointments***								
UNE	B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.06%	92,414				Cannot Determine
UNE	B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.03%	672,887				Cannot Determine
UNE	B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.20%	346				Cannot Determine
UNE	B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	12				Cannot Determine
UNE	B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	0.80%	2,622	3.23%	31	-1.5058	Met Standard
UNE	B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3	0.00%	1				Cannot Determine
UNE	B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3						Cannot Determine
UNE	B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3						Cannot Determine
UNE	B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	3.08%	93,065	4.61%	998	-2.7798	Failed Standard
UNE	B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	0.03%	674,907	0.24%	20,137	-18.3637	Failed Standard
UNE	B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	382,819	0.00%	10,936	0.4082	Met Standard
UNE	B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	0.06%	292,088	0.53%	9,201	-18.1127	Failed Standard
UNE	B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	5.87%	443	12.50%	8	-0.7908	Met Standard
UNE	B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	142	0.00%	1		Met Standard
UNE	B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	37	0.00%	1		Met Standard
UNE	B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0.00%	105				Cannot Determine
UNE	B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	3.10%	95,694	3.60%	111	-0.3043	Met Standard
UNE	B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3.10%	95,694				Cannot Determine

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UNE	B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.73%	454				Cannot Determine
UNE	B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.73%	454				Cannot Determine
UNE	B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	5.34%	12,931	1.77%	282	2.6375	Met Standard
UNE	B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.03%	7,185				Cannot Determine
UNE	B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	5.00%	20				Cannot Determine
UNE	B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.00%	1				Cannot Determine
UNE	B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	3.40%	382	4.74%	253	-0.9117	Met Standard
UNE	B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	2.11%	332				Cannot Determine
UNE	B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI						Cannot Determine
UNE	B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.00%	1				Cannot Determine
UNE	B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	5.34%	12,931	0.00%	9	0.7126	Met Standard
UNE	B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.03%	7,185	0.00%	13	0.0601	Met Standard
UNE	B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	5.00%	20				Cannot Determine
UNE	B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.00%	1				Cannot Determine
UNE	B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.08%	93,065	2.24%	401	0.9671	Met Standard
UNE	B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.08%	93,065				Cannot Determine
UNE	B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.87%	443	0.00%	4	0.4972	Met Standard
UNE	B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.87%	443				Cannot Determine
UNE	B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.06%	92,414	2.00%	1,001	1.9472	Met Standard
UNE	B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.06%	290,727	0.00%	17	0.1006	Met Standard
UNE	B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.20%	346	0.00%	18	0.9690	Met Standard
UNE	B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	11	0.00%	2		Met Standard
UNE	B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.08%	93,065				Cannot Determine
UNE	B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.08%	93,065				Cannot Determine
UNE	B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.87%	443				Cannot Determine
UNE	B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.87%	443				Cannot Determine
UNE	B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.06%	92,414				Cannot Determine
UNE	B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.06%	290,727				Cannot Determine
UNE	B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.20%	346				Cannot Determine
UNE	B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	11				Cannot Determine
UNE	B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.08%	93,065	1.08%	277	1.9212	Met Standard
UNE	B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.08%	93,065				Cannot Determine
UNE	B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.87%	443	0.00%	2	0.3523	Met Standard
UNE	B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.87%	443				Cannot Determine
UNE	B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.06%	92,414	0.59%	851	4.1732	Met Standard
UNE	B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.06%	290,727	0.61%	819	-6.4569	Failed Standard
UNE	B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.20%	346	0.00%	42	1.4337	Met Standard
UNE	B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	11	0.00%	27		Met Standard
UNE	B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	3.88%	2,629	0.00%	7	0.5308	Met Standard
UNE	B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	2.61%	459	0.00%	9	0.4868	Met Standard
UNE	B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	11				Cannot Determine
UNE	B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	67				Cannot Determine
UNE	B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	3.08%	93,065	2.17%	46	0.3558	Met Standard
UNE	B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	0.03%	674,907	6.90%	29	-22.4681	Failed Standard
UNE	B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	5.87%	443	0.00%	1	0.2494	Met Standard
UNE	B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	142				Cannot Determine
UNE	B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.06%	92,414	0.00%	1	0.1778	Met Standard
UNE	B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.03%	672,887				Cannot Determine
UNE	B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.20%	346				Cannot Determine
UNE	B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	12				Cannot Determine
UNE	B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.06%	92,414	0.00%	3	0.3080	Met Standard
UNE	B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.03%	672,887	0.09%	3,341	-2.2342	Failed Standard
UNE	B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.20%	346				Cannot Determine
UNE	B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	12	0.00%	6		Met Standard
UNE	B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	5.27%	13,885	3.34%	509	1.9157	Met Standard
UNE	B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.11%	8,061				Cannot Determine
UNE	B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	5.00%	20				Cannot Determine
UNE	B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	2				Cannot Determine
UNE	B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	5.35%	449	3.48%	374	1.1871	Met Standard
UNE	B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	296				Cannot Determine

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	3				Cannot Determine
UNE	B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	66				Cannot Determine
UNE		***% Provisioning Troubles within 30 Days***								
UNE	B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.27%	82,048				Cannot Determine
UNE	B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.49%	659,048				Cannot Determine
UNE	B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.49%	308				Cannot Determine
UNE	B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	8				Cannot Determine
UNE	B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	4.33%	2,010	6.45%	31	-0.5765	Met Standard
UNE	B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3	0.00%	1				Cannot Determine
UNE	B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3	0.00%	1				Cannot Determine
UNE	B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3						Cannot Determine
UNE	B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	5.24%	82,677	6.43%	746	-1.4529	Met Standard
UNE	B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	3.48%	660,951	3.53%	12,390	-0.2960	Met Standard
UNE	B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	3.60%	380,080	3.78%	6,007	-0.7307	Met Standard
UNE	B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	3.31%	280,871	3.29%	6,383	0.0886	Met Standard
UNE	B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	6.16%	341	0.00%	9	0.7586	Met Standard
UNE	B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	5.45%	110	0.00%	7	0.6162	Met Standard
UNE	B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	4.00%	25	0.00%	3	0.3341	Met Standard
UNE	B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	5.88%	85	0.00%	4	0.4886	Met Standard
UNE	B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.15%	85,245	13.41%	82	-3.3821	Failed Standard
UNE	B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.15%	85,245				Cannot Determine
UNE	B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.97%	352				Cannot Determine
UNE	B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.97%	352				Cannot Determine
UNE	B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	8.49%	10,515	3.68%	190	2.3564	Met Standard
UNE	B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.15%	5,888				Cannot Determine
UNE	B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	25.00%	4				Cannot Determine
UNE	B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail						Cannot Determine
UNE	B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	2.26%	399	5.40%	278	-2.7069	Failed Standard
UNE	B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.58%	344				Cannot Determine
UNE	B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI						Cannot Determine
UNE	B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI						Cannot Determine
UNE	B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	8.49%	10,515	22.22%	9	-1.4769	Met Standard
UNE	B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.15%	5,888	13.64%	22	-0.9383	Met Standard
UNE	B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	25.00%	4				Cannot Determine
UNE	B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail						Cannot Determine
UNE	B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.24%	82,677	10.02%	459	-4.5802	Failed Standard
UNE	B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.24%	82,677				Cannot Determine
UNE	B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.16%	341	0.00%	5	0.5687	Met Standard
UNE	B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.16%	341				Cannot Determine
UNE	B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.27%	82,048	7.74%	762	-3.0335	Failed Standard
UNE	B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.32%	279,685	16.67%	6	-1.8238	Failed Standard
UNE	B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.49%	308	25.00%	16	-2.9290	Failed Standard
UNE	B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	7				Cannot Determine
UNE	B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.24%	82,677				Cannot Determine
UNE	B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.24%	82,677				Cannot Determine
UNE	B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.16%	341				Cannot Determine
UNE	B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.16%	341				Cannot Determine
UNE	B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.27%	82,048	0.00%	1	0.2360	Met Standard
UNE	B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.32%	279,685				Cannot Determine
UNE	B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.49%	308				Cannot Determine
UNE	B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	7				Cannot Determine
UNE	B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.24%	82,677	8.03%	386	-2.4515	Failed Standard
UNE	B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.24%	82,677				Cannot Determine
UNE	B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	6.16%	341	0.00%	6	0.6220	Met Standard
UNE	B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	6.16%	341				Cannot Determine
UNE	B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.27%	82,048	6.00%	433	-0.6775	Met Standard
UNE	B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.32%	279,685	3.41%	587	-0.1146	Met Standard
UNE	B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	6.49%	308	15.38%	26	-1.7668	Failed Standard
UNE	B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	7	6.67%	15		Failed Standard
UNE	B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	2.26%	2,568	0.00%	8	0.4293	Met Standard

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	0.33%	599				Cannot Determine
UNE	B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	11				Cannot Determine
UNE	B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	37				Cannot Determine
UNE	B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	5.24%	82,677	1.64%	61	1.2623	Met Standard
UNE	B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	3.48%	660,951	7.69%	13	-0.8293	Met Standard
UNE	B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	6.16%	341				Cannot Determine
UNE	B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	5.45%	110				Cannot Determine
UNE	B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.27%	82,048				Cannot Determine
UNE	B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.49%	659,048	0.00%	4	0.3801	Met Standard
UNE	B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.49%	308				Cannot Determine
UNE	B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	8				Cannot Determine
UNE	B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.27%	82,048	0.00%	10	0.7462	Met Standard
UNE	B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.49%	659,048	0.00%	3,475	11.1735	Met Standard
UNE	B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.49%	308				Cannot Determine
UNE	B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	8	0.00%	5		Met Standard
UNE	B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	8.00%	11,322	4.82%	456	2.4519	Met Standard
UNE	B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	7.00%	6,890				Cannot Determine
UNE	B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	25.00%	4				Cannot Determine
UNE	B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	5				Cannot Determine
UNE	B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.41%	729	5.23%	363	-11.7271	Failed Standard
UNE	B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	505				Cannot Determine
UNE	B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	6				Cannot Determine
UNE	B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	36				Cannot Determine
UNE		***Average Completion Notice Interval - Mechanized***								
UNE	B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4.06	92,302				Cannot Determine
UNE	B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.06	672,390				Cannot Determine
UNE	B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	9.03	343				Cannot Determine
UNE	B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.17	12				Cannot Determine
UNE	B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	63.07	2,608				Cannot Determine
UNE	B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice						Cannot Determine
UNE	B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice						Cannot Determine
UNE	B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice						Cannot Determine
UNE	B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	R&B	4.11	92,952	0.31	772	5.0191	Met Standard
UNE	B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.08	674,407	0.87	19,759	4.2323	Met Standard
UNE	B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B	1.18	382,533	0.81	10,753	4.9969	Met Standard
UNE	B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B	0.95	291,874	0.94	9,006	0.1910	Met Standard
UNE	B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	9.02	439	0.02	5	0.5866	Met Standard
UNE	B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	7.42	142	0.23	1	0.2893	Met Standard
UNE	B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B	5.67	37	0.23	1	0.2537	Met Standard
UNE	B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B	8.04	105				Cannot Determine
UNE	B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp	8.39	95,532	53.48	4	-0.8938	Met Standard
UNE	B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	R&B&D - Disp						Cannot Determine
UNE	B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	R&B&D - Disp	9.15	450				Cannot Determine
UNE	B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	R&B&D - Disp						Cannot Determine
UNE	B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	8.09	12,916	22.61	188	-8.7701	Failed Standard
UNE	B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.23	7,183				Cannot Determine
UNE	B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	8.54	20				Cannot Determine
UNE	B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	91.38	1				Cannot Determine
UNE	B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ISDN - BRI	37.53	377	19.32	110	3.2549	Met Standard
UNE	B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	9.51	328				Cannot Determine
UNE	B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN - BRI						Cannot Determine
UNE	B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	0.73	1				Cannot Determine
UNE	B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	8.09	12,916	0.02	1	0.3583	Met Standard
UNE	B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.23	7,183	0.63	6	0.1609	Met Standard
UNE	B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	8.54	20				Cannot Determine
UNE	B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	91.38	1				Cannot Determine
UNE	B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4.11	92,952	22.53	389	-17.2986	Failed Standard
UNE	B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.11	92,952				Cannot Determine
UNE	B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	9.02	439	0.13	4	0.5191	Met Standard
UNE	B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	9.02	439				Cannot Determine

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4.06	92,302	0.23	876	5.4070	Met Standard
UNE	B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.92	290,515	0.25	10	0.3478	Met Standard
UNE	B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	9.03	343	1.18	12	0.7851	Met Standard
UNE	B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.35	11	0.02	1	0.0858	Met Standard
UNE	B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4.11	92,952				Cannot Determine
UNE	B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.11	92,952				Cannot Determine
UNE	B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	9.02	439				Cannot Determine
UNE	B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	9.02	439				Cannot Determine
UNE	B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4.06	92,302				Cannot Determine
UNE	B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.92	290,515				Cannot Determine
UNE	B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	9.03	343				Cannot Determine
UNE	B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.35	11				Cannot Determine
UNE	B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	4.11	92,952	13.83	272	-7.6378	Failed Standard
UNE	B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.11	92,952				Cannot Determine
UNE	B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	9.02	439	0.10	2	0.3690	Met Standard
UNE	B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	9.02	439				Cannot Determine
UNE	B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	4.06	92,302	0.30	831	5.1820	Met Standard
UNE	B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.92	290,515	0.36	803	2.5653	Met Standard
UNE	B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	9.03	343	0.45	42	1.5420	Met Standard
UNE	B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.35	11	0.14	26	0.2359	Met Standard
UNE	B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	162.80	2,580	5.71	5	0.6357	Met Standard
UNE	B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	46.07	447	0.02	9	0.7953	Met Standard
UNE	B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	14.18	11				Cannot Determine
UNE	B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	1.27	66				Cannot Determine
UNE	B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	4.11	92,952	0.26	15	0.7105	Met Standard
UNE	B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.08	674,407	0.16	28	0.6917	Met Standard
UNE	B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	9.02	439	0.02	1	0.2635	Met Standard
UNE	B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	7.42	142				Cannot Determine
UNE	B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4.06	92,302				Cannot Determine
UNE	B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.06	672,390				Cannot Determine
UNE	B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	9.03	343				Cannot Determine
UNE	B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.17	12				Cannot Determine
UNE	B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	4.06	92,302	0.02	1	0.1938	Met Standard
UNE	B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.06	672,390	1.00	2,975	0.4965	Met Standard
UNE	B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	9.03	343				Cannot Determine
UNE	B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.17	12	0.82	1	0.2049	Met Standard
UNE	B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	11.57	13,863	20.81	282	-3.1759	Failed Standard
UNE	B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	1.78	8,055				Cannot Determine
UNE	B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	8.54	20				Cannot Determine
UNE	B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	46.06	2				Cannot Determine
UNE	B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	187.17	435	32.34	126	3.3589	Met Standard
UNE	B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	22.04	292				Cannot Determine
UNE	B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	0.02	3				Cannot Determine
UNE	B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	1.29	65				Cannot Determine
UNE		***Average Completion Notice Interval - Non-Mechanized***								
UNE	B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	Diagnostic			30.02	31		Diagnostic
UNE	B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	Diagnostic			18.03	226		Diagnostic
UNE	B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.65	368		Diagnostic
UNE	B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			14.90	180		Diagnostic
UNE	B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			20.28	188		Diagnostic
UNE	B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			17.05	3		Diagnostic
UNE	B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	Diagnostic			56.76	106		Diagnostic
UNE	B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	Diagnostic			35.88	94		Diagnostic
UNE	B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			58.29	142		Diagnostic
UNE	B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	Diagnostic			2.01	8		Diagnostic
UNE	B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0.70	7		Diagnostic
UNE	B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			40.76	12		Diagnostic
UNE	B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			24.84	125		Diagnostic
UNE	B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			20.44	7		Diagnostic
UNE	B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			22.84	5		Diagnostic
UNE	B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			14.00	1		Diagnostic
UNE	B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			27.43	5		Diagnostic
UNE	B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			27.45	20		Diagnostic
UNE	B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			28.88	16		Diagnostic
UNE	B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			43.97	1		Diagnostic
UNE	B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			96.23	2		Diagnostic
UNE	B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			26.16	31		Diagnostic
UNE	B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			38.00	1		Diagnostic
UNE	B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			0.03	1		Diagnostic
UNE	B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			6.36	2		Diagnostic
UNE	B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			6.23	366		Diagnostic
UNE	B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			3.53	5		Diagnostic
UNE	B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			50.60	226		Diagnostic
UNE	B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic

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UNE	B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			51.23	248		Diagnostic
UNE	B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE	B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time - Mechanized***								
UNE	B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.55	339		Diagnostic
UNE	B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.69	9,439		Diagnostic
UNE	B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			1.50	2		Diagnostic
UNE	B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1		Diagnostic
UNE	B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.87	15		Diagnostic
UNE	B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.61	218		Diagnostic
UNE	B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	3		Diagnostic
UNE	B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			3.80	56		Diagnostic
UNE	B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	3		Diagnostic
UNE	B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1		Diagnostic
UNE	B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.71	1,922		Diagnostic
UNE	B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.87	15		Diagnostic
UNE	B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			9.78	23		Diagnostic
UNE	B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time - Partially Mechanized***								
UNE	B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.69	156		Diagnostic
UNE	B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.23	5,178		Diagnostic
UNE	B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.67	3		Diagnostic
UNE	B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1		Diagnostic
UNE	B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.35	82		Diagnostic
UNE	B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.75	4		Diagnostic
UNE	B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.02	60		Diagnostic
UNE	B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.50	589		Diagnostic
UNE	B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	9		Diagnostic
UNE	B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2		Diagnostic
UNE	B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1		Diagnostic
UNE	B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic

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					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.02	113		Diagnostic
UNE	B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.97	535		Diagnostic
UNE	B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.55	455		Diagnostic
UNE	B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.43	23		Diagnostic
UNE	B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.10	20		Diagnostic
UNE	B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	1		Diagnostic
UNE	B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			1.00	1		Diagnostic
UNE	B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.04	485		Diagnostic
UNE	B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.35	82		Diagnostic
UNE	B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.05	22		Diagnostic
UNE	B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time - Non-Mechanized***								
UNE	B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			19.33	27		Diagnostic
UNE	B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.44	128		Diagnostic
UNE	B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.75	256		Diagnostic
UNE	B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.00	2		Diagnostic
UNE	B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			13.76	78		Diagnostic
UNE	B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.45	49		Diagnostic
UNE	B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			14.04	99		Diagnostic
UNE	B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			9.00	6		Diagnostic
UNE	B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.80	5		Diagnostic
UNE	B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.83	6		Diagnostic
UNE	B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.68	84		Diagnostic
UNE	B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.83	6		Diagnostic
UNE	B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2		Diagnostic
UNE	B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1		Diagnostic
UNE	B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.50	2		Diagnostic
UNE	B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.00	6		Diagnostic
UNE	B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.90	10		Diagnostic
UNE	B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2		Diagnostic
UNE	B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.06	18		Diagnostic
UNE	B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	1		Diagnostic
UNE	B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.41	339		Diagnostic
UNE	B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.58	4		Diagnostic
UNE	B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.66	145		Diagnostic
UNE	B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.37	137		Diagnostic
UNE	B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time (offered) - Mechanized***								
UNE	B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.49	318		Diagnostic
UNE	B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.78	6,596		Diagnostic
UNE	B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			1.50	2		Diagnostic
UNE	B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1		Diagnostic
UNE	B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.07	14		Diagnostic
UNE	B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.65	207		Diagnostic
UNE	B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	3		Diagnostic
UNE	B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			3.80	56		Diagnostic
UNE	B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.67	3		Diagnostic
UNE	B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1		Diagnostic
UNE	B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic

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Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.71	1,922		Diagnostic
UNE	B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.07	14		Diagnostic
UNE	B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.35	20		Diagnostic
UNE	B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time (offered) - Partially Mechanized***								
UNE	B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.64	151		Diagnostic
UNE	B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.28	3,940		Diagnostic
UNE	B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.67	3		Diagnostic
UNE	B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1		Diagnostic
UNE	B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.62	68		Diagnostic
UNE	B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.75	4		Diagnostic
UNE	B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.20	56		Diagnostic
UNE	B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.51	585		Diagnostic
UNE	B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	9		Diagnostic
UNE	B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2		Diagnostic
UNE	B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1		Diagnostic
UNE	B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.99	110		Diagnostic
UNE	B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic

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UNE	B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.95	515		Diagnostic
UNE	B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.55	455		Diagnostic
UNE	B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.45	22		Diagnostic
UNE	B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.10	20		Diagnostic
UNE	B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	1		Diagnostic
UNE	B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			1.00	1		Diagnostic
UNE	B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.00	439		Diagnostic
UNE	B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.62	68		Diagnostic
UNE	B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.50	16		Diagnostic
UNE	B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE		***Total Service Order Cycle Time (offered) - Non-Mechanized***								
UNE	B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			19.81	26		Diagnostic
UNE	B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4.49	113		Diagnostic
UNE	B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.75	206		Diagnostic
UNE	B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.00	2		Diagnostic
UNE	B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			13.82	72		Diagnostic
UNE	B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6.24	42		Diagnostic
UNE	B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			14.48	81		Diagnostic
UNE	B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			9.00	6		Diagnostic
UNE	B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.80	5		Diagnostic
UNE	B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.83	6		Diagnostic

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UNE	B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.58	81		Diagnostic
UNE	B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.83	6		Diagnostic
UNE	B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2		Diagnostic
UNE	B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1		Diagnostic
UNE	B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.50	2		Diagnostic
UNE	B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.00	6		Diagnostic
UNE	B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.90	10		Diagnostic
UNE	B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2		Diagnostic
UNE	B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9.06	18		Diagnostic
UNE	B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	1		Diagnostic
UNE	B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.41	325		Diagnostic
UNE	B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.58	4		Diagnostic
UNE	B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.83	120		Diagnostic
UNE	B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8.41	128		Diagnostic
UNE	B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic						Diagnostic
UNE	B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic						Diagnostic
UNE		***Disconnect Timeliness***								
UNE	B.2.31	P-13	LNP/FL(%)	>= 95% w in 15 min			30.43%	11,559		Failed Standard
UNE		***% Completions w/o Notice or < 24 hours***								
UNE	B.2.32.1.1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/FL(%)	Diagnostic			0.00%	29		Diagnostic
UNE	B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/FL(%)	Diagnostic			1.96%	766		Diagnostic
UNE	B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			10.53%	16,642		Diagnostic
UNE	B.2.32.4.1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic			0.00%	84		Diagnostic
UNE	B.2.32.4.2	P-6	Combo Other/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	Diagnostic			0.00%	200		Diagnostic
UNE	B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	Diagnostic						Diagnostic

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UNE	B.2.32.6.1	P-6	UNE ISDN/Dispatch/FL(%)	Diagnostic			0.00%	214		Diagnostic
UNE	B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.7.1	P-6	Line Sharing/Dispatch/FL(%)	Diagnostic			0.00%	6		Diagnostic
UNE	B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			0.00%	10		Diagnostic
UNE	B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			0.00%	313		Diagnostic
UNE	B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/FL(%)	Diagnostic			0.12%	805		Diagnostic
UNE	B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	17		Diagnostic
UNE	B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL(%)	Diagnostic			0.00%	125		Diagnostic
UNE	B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/FL(%)	Diagnostic			0.00%	591		Diagnostic
UNE	B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	513		Diagnostic
UNE	B.2.32.14.1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			0.00%	6		Diagnostic
UNE	B.2.32.14.2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	9		Diagnostic
UNE	B.2.32.15.1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			0.00%	36		Diagnostic
UNE	B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	28		Diagnostic
UNE	B.2.32.16.1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic			0.00%	1		Diagnostic
UNE	B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic			0.00%	2		Diagnostic
UNE	B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			0.00%	3,329		Diagnostic
UNE	B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			0.00%	396		Diagnostic
UNE	B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE	B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/FL(%)	Diagnostic			0.00%	214		Diagnostic
UNE	B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
UNE		***% Cooperative Test Attempts for xDSL***								
UNE	B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% of requests			100.00%	263		Met Standard
UNE	B.2.33.2	P-8	xDSL Other/FL(%)	>= 95% of requests						Cannot Determine
UNE		***Service Order Accuracy***								
UNE	B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	110		Met Standard
UNE	B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%						Cannot Determine
UNE	B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	23		Met Standard
UNE	B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%						Cannot Determine
UNE	B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL(%)	>= 95%			98.18%	110		Met Standard
UNE	B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)	>= 95%			99.09%	110		Met Standard
UNE	B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)	>= 95%			97.75%	89		Met Standard
UNE	B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			97.20%	143		Met Standard
UNE										
UNE		**Unbundled Network Elements - Maintenance and Repair**								
UNE		***Missed Repair Appointments***								
UNE	B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL(%)	R&B (POTS)	7.68%	85,510				Cannot Determine
UNE	B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.11%	53,599				Cannot Determine
UNE	B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.68%	881	100.00%	1	-12.0693	Failed Standard
UNE	B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.00%	657	0.00%	7		Met Standard
UNE	B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)	R&B	7.78%	86,941	5.95%	3,278	3.8360	Met Standard
UNE	B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1.15%	54,602	1.74%	1,720	-2.2574	Failed Standard
UNE	B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	7.71%	88,380	2.94%	34	1.0422	Met Standard
UNE	B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	7.71%	88,380	0.00%	25	1.4450	Met Standard
UNE	B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	40.21%	3,377	6.52%	46	4.6289	Met Standard
UNE	B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.01%	5,016	0.00%	14	0.7634	Met Standard
UNE	B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3.65%	192	1.52%	132	1.0054	Met Standard
UNE	B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.41%	241	2.08%	48	-1.6421	Met Standard
UNE	B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	40.21%	3,377	30.00%	10	0.6577	Met Standard
UNE	B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.01%	5,016	27.03%	37	-7.1133	Failed Standard
UNE	B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	7.78%	86,941	1.86%	807	6.2485	Met Standard
UNE	B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	7.78%	86,941	0.57%	174	3.5438	Met Standard
UNE	B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	7.67%	85,259	8.16%	784	-0.5196	Met Standard

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.93%	42,336	9.09%	55	-6.3083	Failed Standard
UNE	B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)	Design	3.78%	2,543	0.00%	13	0.7123	Met Standard
UNE	B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	0.69%	3,338	0.00%	3	0.1442	Met Standard
UNE	B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	7.78%	86,941	4.48%	67	1.0079	Met Standard
UNE	B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.15%	54,602	3.92%	51	-1.8500	Failed Standard
UNE	B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	7.68%	85,510				Cannot Determine
UNE	B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.11%	53,599				Cannot Determine
UNE		***Customer Trouble Report Rate***								
UNE	B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)	R&B (POTS)	1.55%	5,521,836				Cannot Determine
UNE	B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	0.97%	5,521,836				Cannot Determine
UNE	B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	1.68%	52,595	0.07%	1,400	4.5756	Met Standard
UNE	B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	1.25%	52,595	0.50%	1,400	2.4753	Met Standard
UNE	B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)	R&B	1.48%	5,873,500	1.07%	305,684	18.0710	Met Standard
UNE	B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	0.93%	5,873,500	0.56%	305,684	20.5155	Met Standard
UNE	B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1.36%	6,510,871	2.23%	1,527	-2.9148	Failed Standard
UNE	B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	1.36%	6,510,871	1.64%	1,527	-0.9383	Met Standard
UNE	B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	1.32%	256,626	0.88%	5,245	2.7430	Met Standard
UNE	B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	1.95%	256,626	0.27%	5,245	8.6545	Met Standard
UNE	B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	0.79%	24,339	2.05%	6,446	-10.1188	Failed Standard
UNE	B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.99%	24,339	0.74%	6,446	1.7615	Met Standard
UNE	B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	1.32%	256,626	0.56%	1,783	2.7698	Met Standard
UNE	B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	1.95%	256,626	2.08%	1,783	-0.3629	Met Standard
UNE	B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	1.48%	5,873,500	1.06%	76,374	9.5596	Met Standard
UNE	B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	1.48%	5,873,500	0.23%	76,374	28.2648	Met Standard
UNE	B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	1.54%	5,521,836	1.20%	65,252	7.0005	Met Standard
UNE	B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.77%	5,521,836	0.08%	65,252	19.7916	Met Standard
UNE	B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)	Design	0.28%	909,977	1.06%	1,231	-5.1508	Failed Standard
UNE	B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0.37%	909,977	0.24%	1,231	0.7127	Met Standard
UNE	B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL(%)	R&B	1.48%	5,873,500	11.36%	590	-19.7155	Failed Standard
UNE	B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	0.93%	5,873,500	8.64%	590	-19.4336	Failed Standard
UNE	B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	1.55%	5,521,836				Cannot Determine
UNE	B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	0.97%	5,521,836				Cannot Determine
UNE		***Maintenance Average Duration***								
UNE	B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	16.32	85,510				Cannot Determine
UNE	B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL(hours)	R&B (POTS)	4.72	53,599				Cannot Determine
UNE	B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	4.15	881	36.17	1	-4.6241	Failed Standard
UNE	B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	1.50	657	2.01	7	-0.7585	Met Standard
UNE	B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	16.30	86,941	13.90	3,278	6.3938	Met Standard
UNE	B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	4.71	54,602	4.76	1,720	-0.1665	Met Standard
UNE	B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	16.13	88,380	5.81	34	2.8606	Met Standard
UNE	B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	16.13	88,380	3.09	25	5.5340	Met Standard
UNE	B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	41.95	3,377	8.67	46	3.0475	Met Standard
UNE	B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	4.28	5,016	2.10	14	0.3703	Met Standard
UNE	B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	6.98	192	5.36	132	1.2232	Met Standard
UNE	B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	2.60	241	3.88	48	-1.9876	Failed Standard
UNE	B.3.3.7.1	M&R-3	Line Sharing/Dispatch/FL(hours)	ADSL to Retail	41.95	3,377	36.22	10	0.2461	Met Standard
UNE	B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	4.28	5,016	17.86	37	-3.7514	Failed Standard
UNE	B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	16.30	86,941	4.87	807	15.3326	Met Standard
UNE	B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	16.30	86,941	2.56	174	14.7942	Met Standard
UNE	B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	16.30	85,259	12.43	784	5.1551	Met Standard
UNE	B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (POTS) excl SB FT	4.90	42,336	4.35	55	0.3408	Met Standard
UNE	B.3.3.10.1	M&R-3	Other Design/Dispatch/FL(hours)	Design	7.21	2,543	3.34	13	0.6878	Met Standard
UNE	B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/FL(hours)	Design	2.49	3,338	5.28	3	-0.4644	Met Standard
UNE	B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/FL(hours)	R&B	16.30	86,941	17.61	67	-0.5083	Met Standard
UNE	B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/FL(hours)	R&B	4.71	54,602	2.54	51	1.2630	Met Standard
UNE	B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	16.32	85,510				Cannot Determine
UNE	B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/FL(hours)	R&B (POTS)	4.72	53,599				Cannot Determine
UNE		***% Repeat Troubles within 30 Days***								
UNE	B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL(%)	R&B (POTS)	14.99%	85,510				Cannot Determine
UNE	B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	14.38%	53,599				Cannot Determine

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
UNE	B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	18.84%	881	0.00%	1	0.4816	Met Standard
UNE	B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	15.22%	657	14.29%	7	0.0685	Met Standard
UNE	B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/FL(%)	R&B	14.96%	86,941	11.84%	3,278	4.9180	Met Standard
UNE	B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	14.37%	54,602	13.31%	1,720	1.2266	Met Standard
UNE	B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL(%)	R&B&D - Disp	15.03%	88,380	20.59%	34	-0.9075	Met Standard
UNE	B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	15.03%	88,380	16.00%	25	-0.1363	Met Standard
UNE	B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	19.43%	3,377	10.87%	46	1.4569	Met Standard
UNE	B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	20.71%	5,016	7.14%	14	1.2512	Met Standard
UNE	B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	15.63%	192	9.85%	132	1.4071	Met Standard
UNE	B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	12.03%	241	8.33%	48	0.7195	Met Standard
UNE	B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL(%)	ADSL to Retail	19.43%	3,377	30.00%	10	-0.8440	Met Standard
UNE	B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	20.71%	5,016	32.43%	37	-1.7525	Failed Standard
UNE	B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	14.96%	86,941	11.90%	807	2.4272	Met Standard
UNE	B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	14.96%	86,941	6.90%	174	2.9783	Met Standard
UNE	B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	14.96%	85,259	10.20%	784	3.7143	Met Standard
UNE	B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	13.71%	42,336	5.45%	55	1.7791	Met Standard
UNE	B.3.4.10.1	M&R-4	Other Design/Dispatch/FL(%)	Design	19.94%	2,543	7.69%	13	1.1022	Met Standard
UNE	B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL(%)	Design	18.96%	3,338	33.33%	3	-0.6346	Met Standard
UNE	B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL(%)	R&B	14.96%	86,941	14.93%	67	0.0073	Met Standard
UNE	B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL(%)	R&B	14.37%	54,602	11.76%	51	0.5297	Met Standard
UNE	B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	14.99%	85,510				Cannot Determine
UNE	B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	14.38%	53,599				Cannot Determine
UNE		***Out of Service > 24 hours***								
UNE	B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL(%)	R&B (POTS)	13.16%	54,930				Cannot Determine
UNE	B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	3.42%	13,609				Cannot Determine
UNE	B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.68%	881	100.00%	1	-12.0693	Failed Standard
UNE	B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.00%	657	0.00%	7		Met Standard
UNE	B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL(%)	R&B	13.25%	55,927	9.95%	2,292	4.5698	Met Standard
UNE	B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	3.36%	14,096	2.46%	650	1.2460	Met Standard
UNE	B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL(%)	R&B&D - Disp	13.00%	57,597	2.94%	34	1.7436	Met Standard
UNE	B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	13.00%	57,597	0.00%	25	1.9324	Met Standard
UNE	B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	40.21%	3,377	6.52%	46	4.6289	Met Standard
UNE	B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.01%	5,016	0.00%	14	0.7634	Met Standard
UNE	B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3.65%	192	1.52%	132	1.0054	Met Standard
UNE	B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.41%	241	2.08%	48	-1.6421	Met Standard
UNE	B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL(%)	ADSL to Retail	40.21%	3,377	0.00%	1	0.8200	Met Standard
UNE	B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.01%	5,016	0.00%	0		Met Standard
UNE	B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	13.25%	55,927	1.86%	807	9.4763	Met Standard
UNE	B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	13.25%	55,927	0.57%	174	4.9238	Met Standard
UNE	B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	13.16%	54,910	19.15%	47	-1.2141	Met Standard
UNE	B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	3.41%	13,556	25.00%	4	-2.3798	Failed Standard
UNE	B.3.5.10.1	M&R-5	Other Design/Dispatch/FL(%)	Design	3.78%	2,543	0.00%	13	0.7123	Met Standard
UNE	B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL(%)	Design	0.69%	3,338	0.00%	3	0.1442	Met Standard
UNE	B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL(%)	R&B	13.25%	55,927	21.74%	46	-1.6977	Failed Standard
UNE	B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL(%)	R&B	3.36%	14,096	0.00%	28	0.9861	Met Standard
UNE	B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	13.16%	54,930				Cannot Determine
UNE	B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	3.42%	13,609				Cannot Determine
UNE										
UNE		**Unbundled Network Elements - Billing**								
UNE		***Invoice Accuracy***								
UNE	B.4.1	B-1	FL(%)	BST - State	96.33%	$510,100,820	99.80%	$12,905,831	-654.2174	Met Standard
UNE		***Mean Time to Deliver Invoices - CRIS***								
UNE	B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.51	1,643		Failed Standard
		Local Interconnection Trunks - Ordering								
		% Rejected Service Requests								
LIT	C.1.1	O-7	Local Interconnection Trunks/FL(%)	Diagnostic			36.07%	122		Diagnostic
LIT		***Reject Interval***								
LIT	C.1.2	O-8	Local Interconnection Trunks/FL(%)	>= 85% w in 4 days			90.91%	44		Met Standard
LIT		***FOC Timeliness***								

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
LIT	C.1.3	O-9	Local Interconnection Trunks/FL(%)	>= 95% w in 10 days			98.90%	91		Met Standard
LIT		***FOC & Reject Response Completeness***								
LIT	C.1.4	O-11	Local Interconnection Trunks/FL(%)	>= 95%			100.00%	109		Met Standard
LIT		***FOC & Reject Response Completeness (Multiple Responses)***								
LIT	C.1.5	O-11	Local Interconnection Trunks/FL(%)	>= 95%						Cannot Determine
LIT										
LIT		**Local Interconnection Trunks - Provisioning**								
LIT		***Order Completion Interval***								
LIT	C.2.1	P-4	Local Interconnection Trunks/FL(days)	Parity w Retail	21.08	62	24.13	23	-1.2062	Met Standard
LIT		***Held Orders***								
LIT	C.2.2	P-1	Local Interconnection Trunks/FL(days)	Parity w Retail	0.00	0	0.00	0		Met Standard
LIT		***% Jeopardies***								
LIT	C.2.3	P-2	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	75	0.00%	25		Met Standard
LIT		***Average Jeopardy Notice Interval***								
LIT	C.2.4	P-2	Local Interconnection Trunks/FL(hours)	95% >= 48 hrs						Cannot Determine
LIT		***% Missed Installation Appointments***								
LIT	C.2.5	P-3	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	62	0.00%	23		Met Standard
LIT		***% Provisioning Troubles within 30 Days***								
LIT	C.2.6	P-9	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	1,776	0.00%	1,055		Met Standard
LIT		***Average Completion Notice Interval***								
LIT	C.2.7	P-5	Local Interconnection Trunks/FL(hours)	Parity w Retail	51.55	60	18.68	23	0.8304	Met Standard
LIT		***Total Service Order Cycle Time***								
LIT	C.2.8	P-10	Local Interconnection Trunks/FL(days)	Diagnostic			26.05	22		Diagnostic
LIT		***% Completions w/o Notice or < 24 hours***								
LIT	C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/FL(%)	Diagnostic			0.00%	23		Diagnostic
LIT	C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/FL(%)	Diagnostic						Diagnostic
LIT		***Service Order Accuracy***								
LIT	C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	60		Met Standard
LIT	C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	33		Met Standard
LIT	C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	4		Met Standard
LIT	C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	11		Met Standard
LIT										
LIT		**Local Interconnection Trunks - Maintenance and Repair**								
LIT		***Missed Repair Appointments***								
LIT	C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	0	0.00%	0		Met Standard
LIT	C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	64	0.00%	2		Met Standard
LIT		***Customer Trouble Report Rate***								
LIT	C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	433,410	0.00%	147,510		Met Standard
LIT	C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.01%	433,410	0.00%	147,510	3.6611	Met Standard
LIT		***Maintenance Average Duration***								
LIT	C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/FL(hours)	Parity w Retail	0.00	0	0.00	0		Met Standard
LIT	C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL(hours)	Parity w Retail	0.55	64	0.96	2	-0.4645	Met Standard
LIT		***% Repeat Troubles within 30 Days***								
LIT	C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	0	0.00%	0		Met Standard
LIT	C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	1.56%	64	50.00%	2	-5.4391	Failed Standard
LIT		***Out of Service > 24 hours***								
LIT	C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	0	0.00%	0		Met Standard
LIT	C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	64	0.00%	2		Met Standard
LIT										
LIT		**Local Interconnection Trunks - Billing**								
LIT		***Invoice Accuracy***								
LIT	C.4.1	B-1	FL(%)	BST - State	96.33%	$510,100,820	99.46%	$6,852,787	-432.6946	Met Standard
LIT		***Mean Time to Deliver Invoices - CABS***								
LIT	C.4.2	B-2	Region(calendar days)	BST - Region	4.84	1	4.55	5,933		Met Standard
LIT										
LIT		**LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING**								
LIT		***Trunk Group Performance - Aggregate***								
LIT	C.5.1	TGP-1	FL	>0.5% dif 2 consec. Hrs			0			Cannot Determine
		Operations Support Systems - Pre-Ordering								

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
			% Interface Availability - CLEC							
OSS	D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%			99.71%			Cannot Determine
OSS	D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.99%			Cannot Determine
OSS	D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%						Cannot Determine
OSS	D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS			***% Interface Availability - BST & CLEC***							
OSS	D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%			99.99%			Cannot Determine
OSS	D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS			***Average Response Interval - CLEC (LENS)*** *(BST Measure Includes Additional 2 Seconds)*							
OSS	D.1.3.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	1440.12	1,286,294	0.91	504,236		Met Standard
OSS	D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.96	8,618	0.91	504,236		Met Standard
OSS	D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	712.69	4,751,494	0.91	245,558		Met Standard
OSS	D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.82	794,471	0.91	245,558		Met Standard
OSS	D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	1330.23	846,836	0.88	80,157		Met Standard
OSS	D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.61	284,720	0.88	80,157		Met Standard
OSS	D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.68	1,602,171	0.53	814		Met Standard
OSS	D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.58	304,794	0.53	814		Met Standard
OSS	D.1.3.5.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	3.20	5,573,366	1.08	1,411,250		Met Standard
OSS	D.1.3.5.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	2.95	560,141	1.08	1,411,250		Met Standard
OSS	D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.46	10,710,889	0.63	61,284		Met Standard
OSS	D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	3.81	18,303	0.63	61,284		Met Standard
OSS	D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.46	10,710,889	0.03	135,245		Met Standard
OSS	D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	3.81	18,303	0.03	135,245		Met Standard
OSS			***Average Response Interval - CLEC (TAG)*** *(BST Measure Includes Additional 2 Seconds)*							
OSS	D.1.4.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	1440.12	1,286,294	1.10	320,617		Met Standard
OSS	D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.96	8,618	1.10	320,617		Met Standard
OSS	D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	712.69	4,751,494	1.62	100,047		Met Standard
OSS	D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.82	794,471	1.62	100,047		Met Standard
OSS	D.1.4.3.1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic						Diagnostic
OSS	D.1.4.3.2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic						Diagnostic
OSS	D.1.4.4.1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.48	1,576		Diagnostic
OSS	D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.48	1,576		Diagnostic
OSS	D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	1330.23	846,836	1.35	28,397		Met Standard
OSS	D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.61	284,720	1.35	28,397		Met Standard
OSS	D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.68	1,602,171	1.58	296,206		Met Standard
OSS	D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.58	304,794	1.58	296,206		Met Standard
OSS	D.1.4.7.1	OSS-1	TAG/Region(seconds)	RNS - CRSACCTS + 2 sec	3.20	5,573,366	1.75	303,005		Met Standard
OSS	D.1.4.7.2	OSS-1	TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	2.95	560,141	1.75	303,005		Met Standard
OSS	D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	***see D.1.4.7.1***					Cannot Determine
OSS	D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	***see D.1.4.7.2***					Cannot Determine
OSS	D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	***see D.1.4.7.1***					Cannot Determine
OSS	D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	***see D.1.4.7.2***					Cannot Determine
OSS										
OSS			**Operations Support Systems - Maintenance and Repair**							
OSS			***% Interface Availability - BST***							
OSS	D.2.1	OSS-3	TAFI/Region(%)	>= 99.5%	100.00%					Cannot Determine
OSS			***% Interface Availability - CLEC***							

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
OSS	D.2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS		***% Interface Availability - BST & CLEC***								
OSS	D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.2.3.3	OSS-3	LNP/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS	D.2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%			100.00%			Cannot Determine
OSS		***Average Response Interval <= 4 Seconds***								
OSS	D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	94.91%	1,461,548	94.17%	103,950	10.4715	Failed Standard
OSS	D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.07%	42,058	3.22%	932	-0.2529	Met Standard
OSS	D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	4.30%	31,712	2.41%	45,761	12.7534	Failed Standard
OSS	D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.67%	1,461,528	99.69%	107,247	-1.1412	Met Standard
OSS	D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	78.95%	1,077,972	70.39%	62,560	51.0968	Failed Standard
OSS	D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.78%	100,510	99.37%	5,419	6.3576	Failed Standard
OSS	D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.35%	6,754	33.16%	594	-2.4944	Met Standard
OSS	D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	23.94%	5,309	13.59%	103	2.4376	Failed Standard
OSS	D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.78%	73,801	19.48%	7,083	-8.1625	Met Standard
OSS	D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.84%	216,010	99.91%	17,183	-2.1734	Met Standard
OSS	D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	82.97%	59,426	81.81%	3,860	1.8585	Failed Standard
OSS		***Average Response Interval <= 10 Seconds***								
OSS	D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.99%	1,461,548	99.34%	103,950	-10.9212	Met Standard
OSS	D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	78.81%	42,058	86.16%	932	-5.4284	Met Standard
OSS	D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	77.94%	31,712	92.02%	45,761	-46.4821	Met Standard
OSS	D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.81%	1,461,528	99.86%	107,247	-3.7332	Met Standard
OSS	D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	90.95%	1,077,972	83.33%	62,560	64.5270	Failed Standard
OSS	D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.93%	100,510	99.87%	5,419	1.7778	Failed Standard
OSS	D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.35%	6,754	33.16%	594	-2.4944	Met Standard
OSS	D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	96.89%	5,309	96.12%	103	0.4492	Met Standard
OSS	D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.78%	73,801	19.48%	7,083	-8.1625	Met Standard
OSS	D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.99%	216,010	99.99%	17,183	-0.0457	Met Standard
OSS	D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.17%	59,426	98.96%	3,860	1.3717	Met Standard
OSS		***Average Response Interval > 10 Seconds***								
OSS	D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.01%	1,461,548	0.66%	103,950	10.9212	Met Standard
OSS	D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	21.19%	42,058	13.84%	932	5.4284	Met Standard
OSS	D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	22.06%	31,712	7.98%	45,761	46.4821	Met Standard
OSS	D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.19%	1,461,528	0.14%	107,247	3.7332	Met Standard
OSS	D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	9.05%	1,077,972	16.67%	62,560	-64.5270	Failed Standard
OSS	D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.07%	100,510	0.13%	5,419	-1.7778	Failed Standard
OSS	D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	71.65%	6,754	66.84%	594	2.4944	Met Standard
OSS	D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.11%	5,309	3.88%	103	-0.4492	Met Standard
OSS	D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	84.22%	73,801	80.52%	7,083	8.1625	Met Standard
OSS	D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.01%	216,010	0.01%	17,183	0.0457	Met Standard
OSS	D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.83%	59,426	1.04%	3,860	-1.3717	Met Standard
		Collocation - Collocation								
		Average Response Time								
Colo	E.1.1.1	C-1	Virtual/FL(calendar days)	<= 15 days			10	2		Met Standard
Colo	E.1.1.2	C-1	Physical Caged/FL(calendar days)	<= 15 days			5	4		Met Standard
Colo	E.1.1.3	C-1	Physical Cageless/FL(calendar days)	<= 15 days			4	16		Met Standard
Colo		***Average Arrangement Time***								
Colo	E.1.2.1	C-2	Virtual/FL(calendar days)	<= 60 days						Cannot Determine
Colo	E.1.2.2	C-2	Virtual-Augments/FL(calendar days)	<= 45 days			31	2		Met Standard
Colo	E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL(calendar days)	<= 60 days						Cannot Determine
Colo	E.1.2.4	C-2	Physical Caged-Ordinary/FL(calendar days)	<= 90 days			70	2		Met Standard
Colo	E.1.2.5	C-2	Physical Caged-Augments/FL(calendar days)	<= 45 days			41	25		Met Standard
Colo	E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL(calendar days)	<= 90 days			90	1		Met Standard
Colo	E.1.2.7	C-2	Physical Cageless-Ordinary/FL(calendar days)	<= 90 days						Cannot Determine

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					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
Colo	E.1.2.8	C-2	Physical Cageless-Augments/FL(calendar days)	<= 45 days			15	11		Met Standard
Colo	E.1.2.9	C-2	Physical Cageless-Augments Additional Space Required/FL(calendar days)	<= 90 days			1	1		Met Standard
Colo		***% Due Dates Missed***								
Colo	E.1.3.1	C-3	Virtual/FL(%)	< 10% missed			0.00%	2		Met Standard
Colo	E.1.3.2	C-3	Physical/FL(%)	< 10% missed			0.00%	40		Met Standard
		General - Flow Through								
		% Flow Through Service Requests								
General	F.1.1.1	O-3	Summary/Region(%)	Diagnostic			85.28%	292,144		Diagnostic
General	F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			85.28%	292,144		Diagnostic
General	F.1.1.3	O-3	Residence/Region(%)	>= 95%			86.49%	179,724		Failed Standard
General	F.1.1.4	O-3	Business/Region(%)	>= 90%			73.55%	5,829		Failed Standard
General	F.1.1.5	O-3	UNE/Region(%)	>= 85%			83.88%	106,591		Failed Standard
General		***% Flow Through Service Requests - Achieved***								
General	F.1.2.1	O-3	Summary/Region(%)	Diagnostic			75.79%	328,722		Diagnostic
General	F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			75.79%	328,722		Diagnostic
General	F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.16%	196,368		Diagnostic
General	F.1.2.4	O-3	Business/Region(%)	Diagnostic			50.63%	8,468		Diagnostic
General	F.1.2.5	O-3	UNE/Region(%)	Diagnostic			72.17%	123,886		Diagnostic
General		***% Flow Through Service Requests - LNP***								
General	F.1.3.1	O-3	Summary/Region(%)	>= 85%			92.25%	9,334		Met Standard
General	F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			92.25%	9,334		Met Standard
General	F.1.3.3	O-3	Residence/Region(%)	Diagnostic						Diagnostic
General	F.1.3.4	O-3	Business/Region(%)	Diagnostic						Diagnostic
General										
General		**General - Pre-Ordering**								
General		***Loop Makeup Inquiry (Manual)***								
General	F.2.1	PO-1	Loops/FL(%)	>= 95% w in 3 bus days			100.00%	3		Met Standard
General		***Loop Makeup Inquiry (Electronic)***								
General	F.2.2	PO-2	Loops/FL(%)	>= 95% w in 1 min			96.04%	3,409		Met Standard
General										
General		**General - Ordering**								
General		***Service Inquiry with Firm Order***								
General	F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 5 bus days			100.00%	61		Met Standard
General	F.3.1.2	O-10	Local Interoffice Transport/FL(%)	>= 95% w in 5 bus days						Cannot Determine
General										
General		**General - Ordering**								
General		***Average Speed of Answer***								
General	F.4.1	O-12	Region(seconds)	Parity w Retail	141.64	6,349,116	30.33	33,199		Met Standard
General										
General		**General - Maintenance Center**								
General		***Average Answer Time***								
General	F.5.1	M&R-6	Region(seconds)	Parity w Retail	43.10	1,464,337	26.35	82,571		Met Standard
General										
General		**General - Operator Services (Toll)**								
General		***Average Speed to Answer***								
General	F.6.1	OS-1	FL(seconds)	PBD			3.60			Cannot Determine
General		***% Answered in 30 seconds***								
General	F.6.2	OS-2	FL(%)	PBD			98.30%			Cannot Determine
General										
General		**General - Directory Assistance**								
General		***Average Speed to Answer***								
General	F.7.1	DA-1	FL(seconds)	PBD			2.99			Cannot Determine
General		***% Answered in 20 seconds***								
General	F.7.2	DA-2	FL(%)	PBD			98.90%			Cannot Determine
General										
General		**General - E911**								
General		***Mean Interval***								
General	F.8.1	E-3	FL(hours)	PBD			1.30	1,171		Cannot Determine
General		***% Accuracy***								

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
General	F.8.2	E-2	FL(%)	PBD			96.17%	767,461		Cannot Determine
General		***% Timeliness***								
General	F.8.3	E-1	FL(%)	PBD			100.00%	1,171		Cannot Determine
General										
General		**General - Billing**								
General		***Usage Data Delivery Accuracy***								
General	F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,351		Met Standard
General		***Usage Data Delivery Timeliness***								
General	F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.11%	384,063,119	67.5131	Failed Standard
General		***Usage Data Delivery Completeness***								
General	F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	384,063,119	-10.5279	Met Standard
General		***Mean Time to Deliver Usage***								
General	F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	384,063,119		Met Standard
General		***Recurring Charge Completeness***								
General	F.9.5.1	B-7	Resale/FL(%)	Parity w Retail	80.73%	$17,726,303	98.24%	$2,727,775	-299.6209	Met Standard
General	F.9.5.2	B-7	UNE/FL(%)	>= 90%			99.39%	$1,355,286		Met Standard
General	F.9.5.3	B-7	Interconnection/FL(%)	>= 90%			92.39%	$4,738		Met Standard
General		***Non-Recurring Charge Completeness***								
General	F.9.6.1	B-8	Resale/FL(%)	Parity w Retail	93.87%	$22,383,804	97.03%	$1,033,330	-32.4465	Met Standard
General	F.9.6.2	B-8	UNE/FL(%)	>= 90%			96.84%	$1,649,593		Met Standard
General	F.9.6.3	B-8	Interconnection/FL(%)	>= 90%			89.14%	$632,195		Failed Standard
General										
General		**General - Change Management**								
General		***% Software Release Notices Sent On Time***								
General	F.10.1	CM-1	FL(%)	>= 98% w in 30 days						Cannot Determine
General		***Average Software Release Notice Delay Days***								
General	F.10.2	CM-2	FL(average)	>= 25 days prior to release						Cannot Determine
General		***% Change Management Documentation Sent On Time***								
General	F.10.3	CM-3	FL(%)	>= 98% w in 30 days			100.00%	2		Met Standard
General		***Average Documentation Release Delay Days***								
General	F.10.5	CM-4	FL(average)	>= 25 days prior to release						Cannot Determine
General		***% CLEC Interface Outages Sent within 15 Minutes***								
General	F.10.6	CM-5	FL(%)	>= 97% w in 15 min			100.00%	10		Met Standard
General										
General		**General - New Business Requests**								
General		***% New Business Requests Processed within 30 Business Days***								
General	F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days			100.00%	1		Met Standard
General		***% Quotes Provided within X Business Days***								
General	F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days			100.00%	1		Met Standard
General	F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days						Cannot Determine
General	F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days						Cannot Determine
General										
General		**General - Ordering**								
General		***Acknowledgement Message Timeliness***								
General	F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			100.00%	93,807		Met Standard
General	F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	334,739		Met Standard
General		***Acknowledgement Message Completeness***								
General	F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	93,807		Met Standard
General	F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	334,739		Failed Standard
General										
General		**General - Database Updates**								
General		***Average Database Update Interval***								
General	F.13.1.1	D-1	LIDB/FL(hours)	PBD	3.26	21	3.26	21		Cannot Determine
General	F.13.1.2	D-1	Directory Listings/FL(hours)	PBD	0.09	26	0.09	26		Cannot Determine
General	F.13.1.3	D-1	Directory Assistance/FL(hours)	PBD	3.90	26	3.90	26		Cannot Determine
General		***% Update Accuracy***								
General	F.13.2.1	D-2	LIDB/FL(%)	>= 95%			100.00%	538		Met Standard
General	F.13.2.2	D-2	Directory Listings/FL(%)	>= 95%			99.38%	324		Met Standard
General	F.13.2.3	D-2	Directory Assistance/FL(%)	>= 95%			100.00%	177		Met Standard
General		***% NXXs / LRNs Loaded by LERG Effective Date***								

BellSouth Monthly State Summary, March 2002										
					March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
General	F.13.3	D-3	Region(%)	100%			96.77%	30		Failed Standard
General										
General		**General - Network Outage Notification**								
General		***Mean Time to Notify CLEC of Major Network Outages***								
General	F.14.1	M&R-7	Region(minutes)	Parity w Retail	739	2	218	2		Met Standard

BellSouth Monthly State Summary, March 2002

						March (2002) Results					
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
OSS	D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	21.19%	42,058	13.84%	932	5.4284	Met Standard
OSS	D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	22.06%	31,712	7.98%	45,761	46.4821	Met Standard
OSS	D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.19%	1,461,528	0.14%	107,247	3.7332	Met Standard
OSS	D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	9.05%	1,077,972	16.67%	62,560	-64.5270	Failed Standard
OSS	D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.07%	100,510	0.13%	5,419	-1.7778	Failed Standard
OSS	D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	71.65%	6,754	66.84%	594	2.4944	Met Standard
OSS	D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.11%	5,309	3.88%	103	-0.4492	Met Standard
OSS	D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	84.22%	73,801	80.52%	7,083	8.1625	Met Standard
OSS	D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.01%	216,010	0.01%	17,183	0.0457	Met Standard
OSS	D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.83%	59,426	1.04%	3,860	-1.3717	Met Standard
		Collocation - Collocation								
		Average Response Time								
Colo	E.1.1.1	C-1	Virtual/FL(calendar days)	<= 15 days			10	2		Met Standard
Colo	E.1.1.2	C-1	Physical Caged/FL(calendar days)	<= 15 days			5	4		Met Standard
Colo	E.1.1.3	C-1	Physical Cageless/FL(calendar days)	<= 15 days			4	16		Met Standard
Colo		***Average Arrangement Time***								
Colo	E.1.2.1	C-2	Virtual/FL(calendar days)	<= 60 days						Cannot Determine
Colo	E.1.2.2	C-2	Virtual-Augments/FL(calendar days)	<= 45 days			31	2		Met Standard
Colo	E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL(calendar days)	<= 60 days						Cannot Determine
Colo	E.1.2.4	C-2	Physical Caged-Ordinary/FL(calendar days)	<= 90 days			70	2		Met Standard
Colo	E.1.2.5	C-2	Physical Caged-Augments/FL(calendar days)	<= 45 days			41	25		Met Standard
Colo	E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL(calendar days)	<= 90 days			90	1		Met Standard
Colo	E.1.2.7	C-2	Physical Cageless-Ordinary/FL(calendar days)	<= 90 days						Cannot Determine
Colo	E.1.2.8	C-2	Physical Cageless-Augments/FL(calendar days)	<= 45 days			15	11		Met Standard
Colo	E.1.2.9	C-2	Physical Cageless-Augments Additional Space Required/FL(calendar days)	<= 90 days			1	1		Met Standard
Colo		***% Due Dates Missed***								
Colo	E.1.3.1	C-3	Virtual/FL(%)	< 10% missed			0.00%	2		Met Standard
Colo	E.1.3.2	C-3	Physical/FL(%)	< 10% missed			0.00%	40		Met Standard
		General - Flow Through								
		% Flow Through Service Requests								
General	F.1.1.1	O-3	Summary/Region(%)	Diagnostic			85.28%	292,144		Diagnostic
General	F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			85.28%	292,144		Diagnostic
General	F.1.1.3	O-3	Residence/Region(%)	>= 95%			86.49%	179,724		Failed Standard
General	F.1.1.4	O-3	Business/Region(%)	>= 90%			73.55%	5,829		Failed Standard
General	F.1.1.5	O-3	UNE/Region(%)	>= 85%			83.88%	106,591		Failed Standard
General		***% Flow Through Service Requests - Achieved***								
General	F.1.2.1	O-3	Summary/Region(%)	Diagnostic			75.79%	328,722		Diagnostic
General	F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			75.79%	328,722		Diagnostic
General	F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.16%	196,368		Diagnostic
General	F.1.2.4	O-3	Business/Region(%)	Diagnostic			50.63%	8,468		Diagnostic
General	F.1.2.5	O-3	UNE/Region(%)	Diagnostic			72.17%	123,886		Diagnostic
General		***% Flow Through Service Requests - LNP***								
General	F.1.3.1	O-3	Summary/Region(%)	>= 85%			92.25%	9,334		Met Standard
General	F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			92.25%	9,334		Met Standard
General	F.1.3.3	O-3	Residence/Region(%)	Diagnostic						Diagnostic
General	F.1.3.4	O-3	Business/Region(%)	Diagnostic						Diagnostic
General										
General		**General - Pre-Ordering**								
General		***Loop Makeup Inquiry (Manual)***								
General	F.2.1	PO-1	Loops/FL(%)	>= 95% w in 3 bus days			100.00%	3		Met Standard
General		***Loop Makeup Inquiry (Electronic)***								
General	F.2.2	PO-2	Loops/FL(%)	>= 95% w in 1 min			96.04%	3,409		Met Standard
General										

BellSouth Monthly State Summary, March 2002											
					March (2002) Results						
Category	SQM ID	SQM number	Product	Standard/Analog	BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
General		**General - Ordering**								
General		***Service Inquiry with Firm Order***								
General	F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 5 bus days			100.00%	61		Met Standard
General	F.3.1.2	O-10	Local Interoffice Transport/FL(%)	>= 95% w in 5 bus days						Cannot Determine
General										
General		**General - Ordering**								
General		***Average Speed of Answer***								
General	F.4.1	O-12	Region(seconds)	Parity w Retail	141.64	6,349,116	30.33	33,199		Met Standard
General										
General		**General - Maintenance Center**								
General		***Average Answer Time***								
General	F.5.1	M&R-6	Region(seconds)	Parity w Retail	43.10	1,464,337	26.35	82,571		Met Standard
General										
General		**General - Operator Services (Toll)**								
General		***Average Speed to Answer***								
General	F.6.1	OS-1	FL(seconds)	PBD			3.60			Cannot Determine
General		***% Answered in 30 seconds***								
General	F.6.2	OS-2	FL(%)	PBD			98.30%			Cannot Determine
General										
General		**General - Directory Assistance**								
General		***Average Speed to Answer***								
General	F.7.1	DA-1	FL(seconds)	PBD			2.99			Cannot Determine
General		***% Answered in 20 seconds***								
General	F.7.2	DA-2	FL(%)	PBD			98.90%			Cannot Determine
General										
General		**General - E911**								
General		***Mean Interval***								
General	F.8.1	E-3	FL(hours)	PBD			1.30	1,171		Cannot Determine
General		***% Accuracy***								
General	F.8.2	E-2	FL(%)	PBD			96.17%	767,461		Cannot Determine
General		***% Timeliness***								
General	F.8.3	E-1	FL(%)	PBD			100.00%	1,171		Cannot Determine
General										
General		**General - Billing**								
General		***Usage Data Delivery Accuracy***								
General	F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,351		Met Standard
General		***Usage Data Delivery Timeliness***								
General	F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.11%	384,063,119	67.5131	Failed Standard
General		***Usage Data Delivery Completeness***								
General	F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	384,063,119	-10.5279	Met Standard
General		***Mean Time to Deliver Usage***								
General	F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	384,063,119		Met Standard
General		***Recurring Charge Completeness***								
General	F.9.5.1	B-7	Resale/FL(%)	Parity w Retail	80.73%	$17,726,303	98.24%	$2,727,775	-299.6209	Met Standard
General	F.9.5.2	B-7	UNE/FL(%)	>= 90%			99.39%	$1,355,286		Met Standard
General	F.9.5.3	B-7	Interconnection/FL(%)	>= 90%			92.39%	$4,738		Met Standard
General		***Non-Recurring Charge Completeness***								
General	F.9.6.1	B-8	Resale/FL(%)	Parity w Retail	93.87%	$22,383,804	97.03%	$1,033,330	-32.4465	Met Standard
General	F.9.6.2	B-8	UNE/FL(%)	>= 90%			96.84%	$1,649,593		Met Standard
General	F.9.6.3	B-8	Interconnection/FL(%)	>= 90%			89.14%	$632,195		Failed Standard
General										
General		**General - Change Management**								
General		***% Software Release Notices Sent On Time***								
General	F.10.1	CM-1	FL(%)	>= 98% w in 30 days						Cannot Determine
General		***Average Software Release Notice Delay Days***								

BellSouth Monthly State Summary, March 2002

Category	SQM ID	SQM number	Product	Standard/Analog	March (2002) Results					
					BellSouth Measure	BellSouth Volume	ALEC Measure	ALEC Volume	Z-Score	Final Result
General	F.10.2	CM-2	FL(average)	>= 25 days prior to release						Cannot Determine
General			***% Change Management Documentation Sent On Time***							
General	F.10.3	CM-3	FL(%)	>= 98% w in 30 days			100.00%	2		Met Standard
General			***Average Documentation Release Delay Days***							
General	F.10.5	CM-4	FL(average)	>= 25 days prior to release						Cannot Determine
General			***% CLEC Interface Outages Sent within 15 Minutes***							
General	F.10.6	CM-5	FL(%)	>= 97% w in 15 min			100.00%	10		Met Standard
General										
General			**General - New Business Requests**							
General			***% New Business Requests Processed within 30 Business Days***							
General	F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days			100.00%	1		Met Standard
General			***% Quotes Provided within X Business Days***							
General	F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days			100.00%	1		Met Standard
General	F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days						Cannot Determine
General	F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days						Cannot Determine
General										
General			**General - Ordering**							
General			***Acknowledgement Message Timeliness***							
General	F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			100.00%	93,807		Met Standard
General	F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	334,739		Met Standard
General			***Acknowledgement Message Completeness***							
General	F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	93,807		Met Standard
General	F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	334,739		Failed Standard
General										
General			**General - Database Updates**							
General			***Average Database Update Interval***							
General	F.13.1.1	D-1	LIDB/FL(hours)	PBD	3.26	21	3.26	21		Cannot Determine
General	F.13.1.2	D-1	Directory Listings/FL(hours)	PBD	0.09	26	0.09	26		Cannot Determine
General	F.13.1.3	D-1	Directory Assistance/FL(hours)	PBD	3.90	26	3.90	26		Cannot Determine
General			***% Update Accuracy***							
General	F.13.2.1	D-2	LIDB/FL(%)	>= 95%			100.00%	538		Met Standard
General	F.13.2.2	D-2	Directory Listings/FL(%)	>= 95%			99.38%	324		Met Standard
General	F.13.2.3	D-2	Directory Assistance/FL(%)	>= 95%			100.00%	177		Met Standard
General			***% NXXs / LRNs Loaded by LERG Effective Date***							
General	F.13.3	D-3	Region(%)	100%			96.77%	30		Failed Standard
General										
General			**General - Network Outage Notification**							
General			***Mean Time to Notify CLEC of Major Network Outages***							
General	F.14.1	M&R-7	Region(minutes)	Parity w Retail	739	2	218	2		Met Standard