

ORIGINAL

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July 24, 2002

Ms. Blanca S. Bayó
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
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RE: Draft Final Report of BellSouth's OSS Evaluation Project – Docket 960786B-TL and Docket 981834-TP

Dear Ms. Bayó:

Attached is BellSouth's response to Lisa Harvey's letter of June 28, 2002 requesting BellSouth to reconcile and provide an explanation as to why the values do not match for each of the SQM measures where KMPG Consulting noted a difference.

If you have any further questions, please do not hesitate to call.

Yours very truly,

Nancy H. Sims

Director-Regulatory Relations
(2)

cc: Lisa Harvey
All Parties of Record

- AUS _____
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**CERTIFICATE OF SERVICE
DOCKET NO. 960786-B-TL and 981834-TP**

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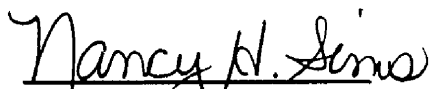
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(+) Signed Protective Agreement

In Appendix G of its Draft Final Report, KCI notes several discrepancies between BellSouth's SQM and MSS results. Upon investigation, BellSouth has identified mistakes in the draft report issued by KCI and, as a result of subsequent discussions between KCI, the Florida Commission Staff, and BellSouth, KCI will issue a revised version of Appendix G to the Draft Final Report on July 30, 2002. To the extent that BellSouth and KCI agree with the discrepancies identified by KCI in Appendix G, BellSouth offers the following explanations:

- 1) For Ordering - Resale results, KCI identified discrepancies between the results reported in the SQM reports and MSS charts for the Business Resale product categories due to slight differences in the product rollups. KCI is aware of these differences.
- 2) For Ordering - LNP results, KCI used the incorrect SQM reports to compare against the 271 charts for January, February, and March data. When BellSouth compared the correct SQM reports against the 271 results, all of the values matched for January and March. As previously stated in GA Exception 150, BellSouth inadvertently introduced a coding error specific to the SQM reports in February 2002 data. This error was corrected for March 2002 data. It should be noted that this issue did not affect the 271 charts.
- 3) For Provisioning measures, KCI identified discrepancies between the results reported in the SQM reports and MSS charts for the Resale Business and Design product categories due to slight differences in the product rollups. KCI is aware of these differences.
- 4) For Provisioning measure Percent Missed Installation Appointments, BellSouth reports the total missed appointments, listing end user missed appointments separately, in the SQM reports. However, BellSouth reports only BellSouth-caused missed appointments (the difference between the two results reported in the SQM reports) in the 271 charts and MSS. The difference between the SQM reports and the 271 charts is simply which misses are reported in each results format.
- 5) For Maintenance and Repair measures, KCI identified discrepancies between the results reported in the SQM reports and MSS charts for the Resale Business and Design, UNE Combo Other and UNE Other Design product categories due to slight differences in the product rollups. KCI is aware of these differences.
- 6) For the Other Non-Design/Dispatch and Non-Dispatch products of all Maintenance and Repair measures, the Florida SQM report that KCI used for February 2002 Data, which they pulled on 04/06/02 was incorrect for this product disaggregation. The MSS report was correct.