Florida Public Service Commission

BellSouth Telecommunications, Inc.
OSS Evaluation Project

Final Report
Version 2.0 Addendum

Submitted by:

April 10, 2003

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I. 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 and re-verification of information collected previously[2]. The procedures for generating both data used in the calculation of the metrics and data required for the calculation of retail analogs were included in this evaluation. Reviews of the SQM generation process were directed at evaluating the data collection and storage policies and procedures as applicable to Performance Measurements Analysis Platform (PMAP) 4.0[3]. For a complete review of the PMAP 2.6 Data Collection and Storage Verification and Validation Review (PMR1), see the BellSouth Telecommunications, Inc OSS Evaluation Project, July 30, 2002 Final Report.

2.0   Business Process

This section describes BellSouth's data collection and storage policies and procedures for generating SQM reports.

2.1   PMAP Business Process Description

The data collection process used by BellSouth to generate mechanized SQM reports is the PMAP 4.0 process described in Figure 1-1 below[4]. The PMAP process begins with the loading of raw data from the Legacy / Source systems (Mainframe) into Regulatory Ad-Hoc Data System (RADS), and ends with the generation of the final SQM reports.

SQM reports are based on raw data collected in BellSouth's Legacy / Source systems during the course of BellSouth's business operations. The Legacy / Source system data necessary for the calculation of SQM reports is transferred into the RADS database tables daily. Each month, a snapshot of the database is created by extracting copies of the live database tables from RADS. RADS snapshots contain records and data fields required to calculate SQMs.

The snapshots generated from RADS are then transferred to the data warehouse portion of PMAP 4.0. Primary views are generated in the data warehouse against which Procedural Structured Query Language (PL/SQL) scripts are run. These scripts are used to manipulate the data and

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[1] BellSouth refers to the data at the RADS stage of the PMAP process as raw data. BearingPoint evaluated data collection and storage policies at both the Data Marts and RADS stages as appropriate.

[2] Documentation collected from BellSouth while evaluating the SQM generation process (in the PMAP 2.6 environment), as applicable to the SQM generation process (in the PMAP 4.0 environment), was evaluated and re-verified.

[3] The PMAP 4.0 environment was brought into the production environment starting April 2002.

[4] Manual SQM reports are displayed on the PMAP 4.0 website, but are not calculated using the PMAP 4.0 processes.

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populate the Data Marts where aggregated data is stored. SQM reports are generated by queries that are run against the data marts.

Validation checks are conducted throughout the PMAP 4.0 process to verify counts of records and to protect against data loss.

2.2   Billing Manual Metrics Process Description

The data for billing metrics, which are all calculated manually, are obtained in various formats including EXCEL, MS-WORD, TEXT files, etc. The data is manually developed and provided to PMAP by BellSouth subject matter experts (SMEs). Billing measures are considered manual at the Operating Company Number / Access Customer Name Abbreviation (OCN/ACNA) level because Alternative Local Exchange Carrier (ALEC) billing data records are created manually outside of PMAP and received monthly on Excel spreadsheets. PMAP aggregates this data by state, OCN/ACNA, and invoice type and performs all the calculations necessary for the Billing measures to be generated.

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. 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. The primary data collection point prior to web posting is the PMAP shared drive.

♦ 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;

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- ♦ Percent Flow-Through Service Requests (Summary);
- ♦ Provisioning;
  - ♦ Service Order Accuracy;
- ♦ Maintenance & Repair;
  - ♦ Average Answer Time - Repair Centers;
  - ♦ Meantime to Notify CLEC of Network Outages;
- ♦ Operator Services and Directory Assistance (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;
- ♦ E911;
  - ♦ Timeliness;
  - ♦ Accuracy;
  - ♦ Mean Interval;
- ♦ Trunk Group Performance;
  - ♦ Trunk Group Performance;
- ♦ Collocation;
  - ♦ Average Response Time;
  - ♦ Average Arrangement Time;
  - ♦ Percent of Due Dates Missed;
- ♦ Change Management;
  - ♦ Timeliness of Change Management Notices;
  - ♦ Change Management Notice Average Delay Days;
  - ♦ Timeliness of Documents Associated with Change;

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♦ 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; and

♦ Percentage of Quotes Provided for Authorized BFR/NBR Requested Processes within X (10, 30, 60) Business Days.

Figure 1-1: PMR1 - BellSouth PMAP 4.0 Process
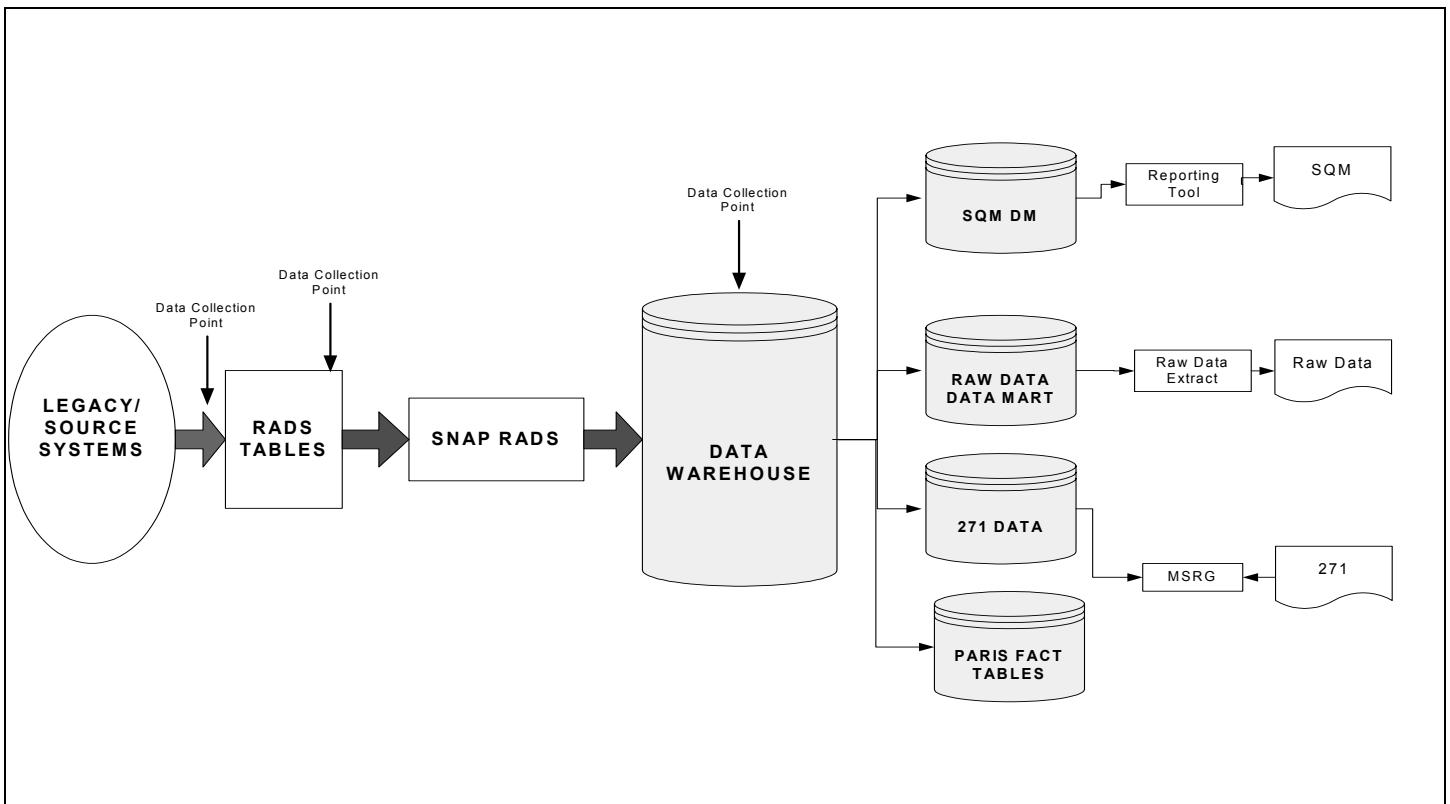
3.0   Methodology

This section summarizes the test methodology.

3.1   Scenarios

Scenarios were not applicable to this test.

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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

The sources of data for this test included the following:

♦ Summaries of interviews conducted by BearingPoint on the SQM production process;

♦ Documentation (electronic or paper copies) related to various systems and processes for the SQM production process: technical guides, data flow diagrams, user guides, etc.; and

♦ Work papers from the Georgia OSS test and the Florida OSS test[5].

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. BellSouth confirmed that the data collection and storage processes for manual measures remained unchanged from the PMAP 2.6 environment.

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[5] Information collected while testing the SQM production process in the PMAP 2.6 environment and in the PMAP 4.0 environment, as applicable to the PMAP 4.0 environment, was re-verified during this test.

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BearingPoint evaluated the data collection and storage policies and procedures using the following methods:

♦ Re-verification of BellSouth's Florida OSS test information – As part of the BellSouth Florida OSS Data Collection and Storage Verification and Validation Review (PMR1)[6], BearingPoint gathered information and documents related to data collection and storage for BellSouth legacy and PMAP systems. As a first step in the evaluation of the PMAP 4.0 environment, BearingPoint requested verification of documents and interview summaries from the BellSouth Florida OSS Data Collection and Storage Verification and Validation Review (PMR1) 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. Further information was gathered as required for the PMAP 4.0 environment.

♦ Document Review – BearingPoint reviewed BellSouth documentation on data collection and storage policies and procedures for measures calculated both inside and outside of the PMAP 4.0 process. Additional documentation on PMAP and backup systems used to store collected data was also reviewed.

♦ Interviews – BearingPoint conducted interviews with BellSouth SMEs with knowledge of the systems and procedures used for data collection and storage in the PMAP 4.0 environment.

The Data Collection and Storage Verification and Validation Review (PMR1) included a checklist of evaluation criteria developed by BearingPoint. These evaluation criteria provided the framework of norms, standards and guidelines for the Data Collection and Storage Verification and Validation Review (PMR1).

BearingPoint 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

As depicted in Table 1-1, there were no exceptions or observations issued during PMAP 4.0 testing.

The test evaluation criteria and results are presented in Tables 1-2 below. This table presents test results by (i) SQMs that are handled by the PMAP 4.0 process; (ii) Billing SQMs; and (iii) Manual SQMs which includes collection of data and calculation of some Ordering/Pre-ordering, Provisioning, Maintenance & Repair, Operator Services Directory Assistance, E911, Change Management, Trunk Group Performance and Collocation metrics.

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[6] Testing conducted under the PMAP 2. 6 environment.

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Table 1-1: PMR1 Exception and Observation Count

Activity	Exceptions[7]	Observations
Total Issued	0	0
Total Disposed as of Final Report Date	0	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.	Satisfied	BellSouth roles and responsibilities of data collectors are defined and documented. BearingPoint conducted interviews with BellSouth personnel on February 7, 2002, February 14, 2002 and August 6, 2002. BearingPoint reviewed applicable BellSouth documentation. Through interviews and documentation review BearingPoint confirmed that the roles and responsibilities for data collectors were defined and documented for ALEC and retail data. The primary documents reviewed by BearingPoint found to define this data are: ◆ PMAP 4.1 Run Book Release 4.1; ◆ PMAP 4.0 Run Book Release 4.0; ◆ Data Extract Guides; and ◆ Organization/responsibility charts.
PMR1-2A	The policies and procedures for data collection are defined and documented.	Satisfied	BellSouth policies and procedures are defined and documented for data collection. BearingPoint reviewed documentation and verified that BellSouth has established and documented policies and procedures for capturing and collecting data for the PMAP process. The primary documents reviewed by

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[7] One Exception was issued as part of the PMR1 evaluation conducted in the PMAP 2.6 environment.

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Test Reference	Evaluation Criteria	Result	Comments
			BearingPoint which establish these policies and procedures are: ♦ PMAP 4.1 Run Book Release 4.1; ♦ PMAP 4.0 Run Book Release 4.0; ♦ Data Extract Guides; and ♦ List of feeds into RADS.
PMR1-3A	Technical guides describing data collected are available.	Satisfied	BellSouth technical guides describing data collected are available. BearingPoint reviewed BellSouth documentation and confirmed that BellSouth has technical guides describing the data collected. The primary documents reviewed by BearingPoint which describe the collected data are: ♦ Data extract guides; ♦ PMAP4.0 Provisioning Cuts Data Dictionary, Version 0.04 ♦ PMAP4.0 Provisioning Data Dictionary, Version 0.04 ♦ PMAP4.0 M&R (Maintenance and Repair) Data Dictionary, Version 1.1 ♦ PMAP4.0 Ordering Data Dictionary, Version 0.02 ♦ PMAP4.0 Pre-Ordering Data Dictionary, Version 0.01 ♦ PMAP-(Next Generation (NG) requirements Document, Provisioning Cuts, Draft Version 1.03; ♦ PMAP-NG Requirements Document, Provisioning – SOCS, SOC Hist, CSOTS, Draft Version 1.06; ♦ PMAP-NG Requirements Document, Provisioning, WFAP, Draft Version 1.01; ♦ PMAP-NG Requirements Document, M&R, WFA/C, Draft Version 4.1.2; and

Test Reference	Evaluation Criteria	Result	Comments
			♦ PMAP-NG Requirements, PROVISIONING IN "N" DYAS/ PREMATURE DISOCNNECTS – LOOP/ PORT COMBOS, DRAFT Version 0.03.
PMR1-4A	BellSouth is able to identify the exact points of data collection.	Satisfied	BellSouth is able to identify the exact points of data collection. BearingPoint conducted interviews with BellSouth Data Base Administrators (DBAs) on August 6, 2002 to confirm that BellSouth can identify the exact points of data collection. The DBAs validated the points of data collection identified in the PMAP data flow charts and process documentation are the points of data collection being used by BellSouth.
PMR1-5A	BellSouth has capacity to collect data.	Satisfied	BellSouth has capacity to collect data. BearingPoint reviewed current server specifications and found that BellSouth has the capacity to collect data. The review indicated that currently, the PMAP E10K server is at 92% of its total capacity, using 27.8 of its 30 terabytes of storage space. At the current growth rate of 160 gigabytes per month (with data older than 6 months old being rolled off to an alternate server), BellSouth has satisfied BearingPoint's storage capacity requirement standard of 4 months of additional storage capacity.
PMR1-6A	BellSouth has a defined plan for future capacity to collect data.	Satisfied	BellSouth has a defined plan for future capacity to collect data. BearingPoint reviewed documentation and verified that BellSouth has a defined capacity plan for future data collection. The storage and backup systems are monitored constantly by the DBA group. Electronic Data Systems (EDS), BellSouth's Midrange Services provider, has an agreement with EMC to supply additional disk space as needed. The primary documents reviewed by BearingPoint that define BellSouth's future storage capacity plan are: ♦ Storage Capacity Planning for PMAP Data

Test Reference	Evaluation Criteria	Result	Comments
			Warehouse and Data Mart Data; and
			♦ Midrange Services Guide, Version 2.1.
PMR1-7A	BellSouth has defined and documented error controls for collecting data.	Satisfied	BellSouth error controls for collecting data are defined and documented.
			BearingPoint reviewed documentation and confirmed that error controls for data collection are defined and documented.
			The primary documents BearingPoint reviewed are:
			♦ Data Extract Guides; and
			♦ Performance Measurements Quality Assurance Plan, Monthly SME Validation, Version 4.0.
			BearingPoint also conducted interviews with BellSouth SMEs on August 6, 2002 to verify the existence of raw data validation scripts and manual Quality Assurance (QA) processes that serve as error controls.
PMR1-8A	BellSouth has a documented security process to collect data.	Satisfied	BellSouth's security process for data collection is documented.
			BearingPoint reviewed documentation and confirmed that BellSouth has a documented security process to collect data. The PMAP DBAs grant access to the data collected on a need basis only. Access to the data is granted via request tickets generated though the System Administration Ticketing System (SATS). BellSouth's corporate security standards apply to the data collected.
			The BellSouth security processes reviewed by BearingPoint are contained in the following documents:
			♦ BellSouth Corporate Security Standard, 100-000, Revision 3A; and
			♦ BellSouth Corporate Security Standard, CS100-300, Revision 3.
PMR1-9A	BellSouth has roles and responsibilities for data storage personnel defined and documented.	Satisfied	BellSouth roles and responsibilities for data storage personnel are defined and documented.
			BearingPoint's review of BellSouth's

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Test Reference	Evaluation Criteria	Result	Comments
	and documented.		documentation confirmed that BellSouth has defined and documented roles and responsibilities for data storage personnel for ALEC and retail data.
			The primary documents reviewed by BearingPoint containing the roles and responsibilities were:
			♦ Enterprise Backup and Recovery (EBR) Procedure Manual, Version 2.0 and its associated Work Instructions;
			♦ Disaster Recovery Services Procedures Manual, Version 2.0 and its associated Work Instructions
			♦ Backup and Recovery Services (BRS) Procedure Manual Version 9.0 and its associated Work Instructions;
			♦ The Legato Networker Administrator's Guide, UNIX Version, March 1998; and
			♦ Midrange Services Guide Version 2.1.
PMR1-10A	BellSouth has policies and procedures for data storage defined and documented.	Satisfied	BellSouth data storage policies and procedures are defined and documented.
			BearingPoint reviewed BellSouth documentation and confirmed that BellSouth's policies and procedures for data storage are defined and documented for ALEC and retail data.
			The primary documents containing BellSouth's policies and procedures for data storage reviewed were:
			♦ Data Retention Policies at the DATA MARTS stage;
			♦ Retention policies for RADS Snap Shots;
			♦ BellSouth's Corporate Data Retention Policies; and
			♦ Retention policies for all procedural queries used to generate metrics data.
PMR1-11A	BellSouth has technical guides describing data storage available.	Satisfied	BellSouth technical guides describing data storage are available.

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Test Reference	Evaluation Criteria	Result	Comments
	storage available.		BearingPoint's review of BellSouth's documentation describing backup tools, backup scripts and backup software and confirmed that BellSouth has technical guides describing data storage available.
			The primary documents describing backup tools, backup scripts and backup software reviewed were:
			♦ BellSouth Corporate Security Standards 300-000, Revision 3;
			♦ BellSouth Corporate Security Standards 000-500, Revision 2;
			♦ BellSouth Corporate Security Standards 100-300, Revision 3;
			♦ BellSouth Corporate Security Standards 100-000, Revision 3A;
			♦ The Legato Networker Administrator's Guide, UNIX Version, March 1998;
			♦ Split Mirror Backup and Data Base Replication Using EMC TimeFinder, Version 1.0;
			♦ Oracle 9i Backup and Recovery Concepts, Release 2 (9.2); and
			♦ Enterprise Backup and Recovery (EBR) Procedure Manual, Version 2.0 and its associated Work Instructions.
PMR1-12A	BellSouth is able to identify the exact points for data storage.	Satisfied	BellSouth is able to identify exact points for data storage.
			BearingPoint conducted interviews with BellSouth DBAs on August 6, 2002 to confirm that BellSouth is able to identify the exact points of data storage. The DBAs validated the points of data storage identified in the PMAP data flow charts and process documentation are the data storage points used by BellSouth.
PMR1-13A	BellSouth has capacity to store data.	Satisfied	BellSouth has capacity to store data.
			BearingPoint reviewed BellSouth Data Retention policy and verified that BellSouth

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Test Reference	Evaluation Criteria	Result	Comments
			has capacity to store data for 20 months, as stated in the document. With 18 months of data retained online and data older than 6 months sent off-site, the PMAP E10k server in Birmingham, Alabama has approximately 27.8 terabytes of data with about 8% spare capacity available. This satisfies BearingPoint's storage capacity requirement standard of 4 months of additional storage capacity.
PMR1-14A	BellSouth has a defined plan for future capacity to store data.	Satisfied	BellSouth's plan for future data storage capacity is defined. BearingPoint reviewed documentation and confirmed that BellSouth has a defined plan for future capacity to store data. EDS, BellSouth's outsource vendor for Data Center Operations, and DBAs continually monitor backup capabilities and hardware resources. EDS has an agreement with EMC to addresses the provision of additional disk space as needed. The documents reviewed by BearingPoint that describe BellSouth's future storage capacity plan are: ♦ Storage Capacity Planning for PMAP Data Warehouse and Data Mart Data; and ♦ Midrange Services Guide, Version 2.1.
PMR1-15A	BellSouth has defined and documented error controls for storing data.	Satisfied	BellSouth controls for storing data are defined and documented. BearingPoint's review of BellSouth's PMAP Backup and Recovery documents and backup logs confirmed that BellSouth has defined and documented error controls for storing data. The primary sources reviewed by BearingPoint describing the error controls for storing data are: ♦ Recovery Plan for Loss of Processing at the Birmingham Regional Data Center (RDC), Version September 25, 2002; ♦ Backup and Recovery Services Procedure Manual, Version 9.0 and its associated Work Instructions; ♦ Split Mirror Backup and Data Base

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Test Reference	Evaluation Criteria	Result	Comments
			Replication Using EMC TimeFinder, Version 1.0; and
			♦ Oracle 9i Backup and Recovery Concepts, Release 2 (9.2).
			In addition, the PMAP 4.0 After Hours On Call Procedures details error checks and backup and recovery procedures for the Data Marts data.
PMR1-16A	BellSouth has documented security procedures for data storage.	Satisfied	BellSouth security procedures for data storage are documented.
			BearingPoint reviewed and confirmed that BellSouth has documented security procedures for storing data. BearingPoint reviewed the following BellSouth procedures for data storage:
			♦ BellSouth Corporate Security Standards 300-000, Revision 3;
			♦ BellSouth Corporate Security Standards 000-500, Revision 2;
			♦ BellSouth Corporate Security Standards 100-300, Revision 3;
			♦ BellSouth Corporate Security Standards 100-000, Revision 3A;
			♦ Enterprise Backup and Recovery (EBR) Procedure Manual, Version 2.0 and its associated Work Instructions; and
			♦ Backup and Recovery Services Procedure Manual, Version 9.0 and its associated Work Instructions.
		Billing Metrics	
PMR1-1B	BellSouth roles and responsibilities for data collectors are defined and documented for billing metrics.	Satisfied	BellSouth roles and responsibilities for data collectors are defined and documented for billing metrics.
			BearingPoint'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.
			BearingPoint reviewed the following documents which establish the roles and

Test Reference	Evaluation Criteria	Result	Comments
			responsibilities of data collectors for billing metrics: ♦ PMAP 4.1 Run Book Release 4.1; and ♦ PMAP 4.0 Run Book Release 4.0.
PMR1-2B	BellSouth policies and procedures for data collection are defined and documented for billing metrics.	Satisfied	BellSouth data collection policies and procedures are defined and documented for billing metrics. BearingPoint'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. BearingPoint reviewed the following documents which include BellSouth's billing metrics methodology and processes: ♦ Customized Large User Bill (CLUB) Electronic Data Interchange (EDI) - Invoice Timeliness Reporting -Job Aid; ♦ CLEC Invoice Timeliness Reporting Procedures; ♦ CLEC Data Gathering/Reporting Process– Customer Record Information System (CRIS); and ♦ CLEC Data Gathering/Reporting Process– Carrier Access Billing System (CABS).
PMR1-3B	Technical guides describing data collected are available for billing metrics.	Satisfied	BellSouth technical guides describing collected data are available for billing metrics. BearingPoint reviewed and verified BellSouth's technical guides describing the data collected are available. The BellSouth technical guides reviewed were: ♦ Billing Run Books; and ♦ Billing Metrics methods and procedures as outlined in the Billing flow charts.
PMR1-4B	BellSouth is able to identify the exact points of data collection for billing metrics.	Satisfied	BellSouth is able to identify exact points of data collection for billing metrics. BearingPoint reviewed the PMAP data flow charts and process documentation that

Test Reference	Evaluation Criteria	Result	Comments
			identified the points of data collection. BearingPoint conducted interviews with BellSouth DBAs on August 6, 2002 who validated the points of data collection identified in the documentation are being used during data collection.
PMR1-5B	BellSouth has capacity to collect data for billing metrics.	Satisfied	BellSouth has capacity to collect data for billing metrics. The BellSouth Billing Inc. (BBI) shared server is the primary data collection point for Billing metrics. BearingPoint 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, 20% of the total capacity is still available to retain data. This confirms that each month, BellSouth has at least an additional 4 months of potential data collection capacity at current usage levels. This satisfies BearingPoint's storage capacity requirement standard of 4 months of additional storage capacity.
PMR1-6B	BellSouth has a defined plan for future capacity to collect data for billing metrics.	Satisfied	BellSouth has a defined plan for future capacity to collect data for billing metrics. BearingPoint reviewed the BBI shared server specifications document and reviewed server logs to determine that the server had capacity to collect data. BearingPoint verified that BellSouth has established procedures for monitoring available storage capacity for the BBI shared server as well as procedures for monitoring backup capacity for the system. BearingPoint reviewed capacity management documentation that demonstrates that BellSouth has established policies and procedures for acquiring additional capacity.
PMR1-7B	BellSouth has defined and documented error controls for collecting data for billing metrics.	Satisfied	BellSouth controls for collecting data for billing metrics are defined and documented. BearingPoint's review of BellSouth's Performance Measurements Quality Assurance Plan Monthly SME Validation document, Version 4.0 confirmed that BellSouth has

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Test Reference	Evaluation Criteria	Result	Comments
			defined and documented error controls for collecting data.
PMR1-8B	BellSouth has a documented security process to collect data for billing metrics.	Satisfied	BellSouth's security process to collect data for billing metrics is documented. BearingPoint's review of BellSouth's Corporate Security Standards and DBA responsibilities documentation confirmed that BellSouth has a documented security process to collect data. The BellSouth Corporate Security Standards and DBA responsibility documents reviewed were: ♦ BellSouth Corporate Security Standards 000-500, Revision 2; ♦ BellSouth Corporate Security Standards 100-300, Revision 3; and ♦ BellSouth Corporate Security Standards 100-000, Revision 3A.
PMR1-9B	The roles and responsibilities of data storage personnel are defined and documented for billing metrics.	Satisfied	BellSouth roles and responsibilities for storage personnel for billing metrics are defined and documented. BearingPoint'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. Documents reviewed describing the roles and responsibilities of data storage personnel were: ♦ BellSouth's Data Retention Policies; ♦ Enterprise Backup and Recovery (EBR) Procedure Manual, Version 2.0 and its associated Work Instructions; ♦ Disaster Recovery Services Procedures Manual, Version 2.0 and its associated Work Instructions; ♦ Backup and Recovery Services (BRS) Procedure Manual Version 9.0 and its associated Work Instructions; ♦ The Legato Networker Administrator's

Test Reference	Evaluation Criteria	Result	Comments
			♦ Guide, UNIX Version, March 1998; and ♦ Midrange Services Guide Version 2.1.
PMR1-10B	The policies and procedures for data storage are defined and documented for billing metrics.	Satisfied	BellSouth procedures for data storage for billing metrics are defined and documented. BearingPoint reviewed BellSouth documentation and found that BellSouth's policies and procedures for data storage are defined and documented for ALEC and retail data. BellSouth policies and procedures documents reviewed were: ♦ BellSouth's Data Retention Policies; ♦ Backup Policy for Data Marts; and ♦ EBR Group Policies.
PMR1-11B	Technical guides describing data storage are available for billing metrics.	Satisfied	BellSouth has technical guides describing data storage available for billing metrics. BearingPoint's review of BellSouth's backup documentation and the BBI Shared Drive documentation confirmed that BellSouth technical guides describing data storage are available. The primary documents describing backup tools, backup scripts and backup software reviewed include: ♦ BellSouth Corporate Security Standards 300-000, Revision 3; ♦ BellSouth Corporate Security Standards 000-500, Revision 2; ♦ BellSouth Corporate Security Standards 100-300, Revision 3; ♦ BellSouth Corporate Security Standards 100-000, Revision 3A; ♦ The Legato Networker Administrator's Guide, UNIX Version, March 1998; ♦ Split Mirror Backup and Data Base Replication Using EMC TimeFinder, Version 1.0;

Test Reference	Evaluation Criteria	Result	Comments
			♦ Oracle 9i Backup and Recovery Concepts, Release 2 (9.2); and
			♦ Enterprise Backup and Recovery (EBR) Procedure Manual, Version 2.0 and its associated Work Instructions.
PMR1-12B	BellSouth is able to identify the exact points for data storage for billing metrics.	Satisfied	BellSouth is able to identify exact points for data storage for billing metrics. BearingPoint's review of backup procedures, Billing data flows, and process documentation confirmed that BellSouth is able to identify the exact points for data storage.
PMR1-13B	BellSouth has capacity to store data for billing metrics.	Satisfied	BellSouth has capacity to store data for billing metrics. BellSouth data is retained on the BBI shared drive server as well as backed up to tapes. Eighteen (18) months of data is actively retained online on the shared drive server after which it is backed up to tape. Tapes are rotated every three months. BearingPoint received and reviewed BellSouth's hardware level logs for the BBI shared drive server. With 18 months of data retained online, 20% of total capacity is currently available to retain data. This satisfies BearingPoint's storage capacity requirement standard of 4 months of additional storage capacity.
PMR1-14B	BellSouth has a defined plan for future capacity to store data for billing metrics.	Satisfied	BellSouth's plan for future capacity to store data for billing metrics is defined. BearingPoint reviewed the BBI Shared Server Storage Plan documentation that defines BellSouth's plan for future capacity requirements and confirmed that future capacity plans for data storage are defined.
PMR1-15B	BellSouth has defined and documented error controls for storing data for billing metrics.	Satisfied	BellSouth's error controls for storing data for billing metrics are defined and documented. BearingPoint reviewed BellSouth's Backup documentation and the roles and responsibilities of the EBR and BRS groups and verified that BellSouth has defined and documented error controls for storing data. The documents reviewed by BearingPoint to

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Test Reference	Evaluation Criteria	Result	Comments
			confirm the existence of documented error controls for storing data were:
			♦ Recovery Plan for Loss of Processing at the Birmingham Regional Data Center (RDC), Version September 25, 2002;
			♦ Backup and Recovery Services Procedure Manual, Version 9.0 and its associated Work Instructions;
			♦ Split Mirror Backup and Data Base Replication Using EMC TimeFinder, Version 1.0; and
			♦ Oracle 9i Backup and Recovery Concepts, Release 2 (9.2).
			In addition, the PMAP 4.0 After Hours On Call Procedures details error checks and backup and recovery procedures for the Data Marts data.
PMR1-16B	BellSouth has documented security procedures for data storage for billing metrics.	Satisfied	BellSouth security procedures for data storage for billing metrics are documented.
			BearingPoint's review of BellSouth's Corporate Security Standards and documents describing DBA roles and responsibilities, and the EBR and BRS groups confirmed that BellSouth has documented security process to for data storage.
			The documents reviewed by BearingPoint to confirm the existence of data security procedures were:
			♦ BellSouth Corporate Security Standards 300-000, Revision 3;
			♦ BellSouth Corporate Security Standards 000-500, Revision 2;
			♦ BellSouth Corporate Security Standards 100-300, Revision 3;
			♦ BellSouth Corporate Security Standards 100-000, Revision 3A;
			♦ Enterprise Backup and Recovery (EBR) Procedure Manual, Version 2.0 and its associated Work Instructions; and
			♦ Backup and Recovery Services Procedure

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Test Reference	Evaluation Criteria	Result	Comments
			Manual, Version 9.0 and its associated Work Instructions.
Manual Metrics (excluding Billing)			
PMR1-1C	The roles and responsibilities of data collectors are defined and documented for manual metrics.	Satisfied	BellSouth data collectors' roles and responsibilities for manual metrics are defined and documented. BearingPoint'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.
PMR1-2C	The policies and procedures for data collection are defined and documented for manual metrics.	Satisfied	BellSouth procedures for data collection for manual metrics are defined and documented. BearingPoint's review of BellSouth's Performance Measurements Quality Assurance Plan Monthly SME Validation, Version 4.0 and Manual Metrics process documents confirmed that the policies and procedures for data collection are defined and documented for ALEC and retail data.
PMR1-3C	Technical guides describing data collected are available for manual metrics.	Satisfied	BellSouth has technical guides describing data collected for manual metrics available. BearingPoint's review of the manual metrics data flow charts and Data Dictionaries for data mapping verified that BellSouth has technical guides describing the data collected available.
PMR1-4C	BellSouth is able to identify the exact points of data collection for manual metrics.	Satisfied	BellSouth is able to identify exact points of data collection for manual metrics. BearingPoint reviewed BellSouth's manual metrics data flow charts and corresponding documentation and confirmed that BellSouth is able to identify the exact points of data collection.
PMR1-5C	BellSouth has capacity to collect data for manual metrics.	Satisfied	BellSouth has capacity to collect data for manual metrics available. Data is collected and stored on the PMAP shared drive. BearingPoint reviewed the Server Specification Document and server logs that indicated the presence of 12% of 80 GB of disc space available to collect data. Data older

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Test Reference	Evaluation Criteria	Result	Comments
			than 18 months is rolled off and archived each month. Currently, the 18 months of data stored online is decreasing in size providing BellSouth with greater data storage capacity on the PMAP shared drive. This shows that BellSouth has at least an additional 4 months of potential data collection capacity at current usage levels. This meets BearingPoint's storage capacity requirement standard of 4 months of additional storage capacity.
PMR1-6C	BellSouth has a defined plan for future capacity to collect data for manual metrics.	Satisfied	BellSouth's plan for future capacity to collect data for manual metrics is defined. BearingPoint reviewed of BellSouth's Capacity Management and Projection for the PMAP Shared Drive and determined that BellSouth has a defined plan for future capacity to collect and store data.
PMR1-7C	BellSouth has defined and documented error controls for collecting data for manual metrics.	Satisfied	BellSouth's error controls for collecting data for manual metrics are defined. BearingPoint'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.
PMR1-8C	BellSouth has a documented security process to collect data for manual metrics.	Satisfied	BellSouth's security process to collect data for manual metrics is documented. BearingPoint reviewed Access Request and Approval documentation and BellSouth's Corporate Security Standards and confirmed that BellSouth has a documented security process to collect data.
PMR1-9C	The roles and responsibilities of data storage personnel are defined and documented for manual metrics.	Satisfied	BellSouth roles and responsibilities for storage personnel for manual metrics are defined and documented. BearingPoint's review of backup documentation verified that BellSouth has defined and documented roles and responsibilities of data storage personnel for ALEC and retail data. Documentation describing the roles and responsibilities of data storage personnel were:

Test Reference	Evaluation Criteria	Result	Comments
			◆ BellSouth's Data Retention Policies;
			◆ Enterprise Backup and Recovery (EBR) Procedure Manual, Version 2.0 and its associated Work Instructions;
			◆ Disaster Recovery Services Procedures Manual, Version 2.0 and its associated Work Instructions;
			◆ Backup and Recovery Services (BRS) Procedure Manual Version 9.0 and its associated Work Instructions;
			◆ The Legato Networker Administrator's Guide, UNIX Version, March 1998; and
			◆ Midrange Services Guide Version 2.1.
PMR1-10C	The policies and procedures for data storage are defined and documented for manual metrics.	Satisfied	BellSouth policies and procedures for data storage for manual metrics are defined and documented. BearingPoint'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.
PMR1-11C	Technical guides describing data storage are available for manual metrics.	Satisfied	BellSouth has technical guides describing data storage for manual metrics available. BearingPoint reviewed BellSouth hardware specification documentation, backup procedures and data retention policies and verified that BellSouth has technical guides describing data storage. BearingPoint confirmed that technical guides are available at applicable workstations. The primary documents describing backup tools, backup scripts and backup software reviewed include: ◆ BellSouth Corporate Security Standards 300-000, Revision 3; ◆ BellSouth Corporate Security Standards 000-500, Revision 2; ◆ BellSouth Corporate Security Standards 100-300, Revision 3;

Test Reference	Evaluation Criteria	Result	Comments
			♦ BellSouth Corporate Security Standards 100-000, Revision 3A;
			♦ The Legato Networker Administrator's Guide, UNIX Version, March 1998;
			♦ Split Mirror Backup and Data Base Replication Using EMC TimeFinder, Version 1.0;
			♦ Oracle 9i Backup and Recovery Concepts, Release 2 (9.2); and
			♦ Enterprise Backup and Recovery (EBR) Procedure Manual, Version 2.0 and its associated Work Instructions.
PMR1-12C	BellSouth is able to identify the exact points for data storage for manual metrics.	Satisfied	BellSouth is able to identify exact points for data storage for manual metrics. BearingPoint'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.
PMR1-13C	BellSouth has capacity to store data for manual metrics.	Satisfied	BellSouth has capacity to store data for manual metrics. BearingPoint verified that BellSouth has capacity to store data. BellSouth has 12% of 80 GB available for storing data. Data older than 18 month is being rolled off to archives and consolidated each month. The 18 months of data stored online is decreasing in size providing BellSouth with greater data storage capacity on the PMAP shared drive. This shows that BellSouth has at least an additional 4 months of data collection capacity at current usage levels. This satisfies BearingPoint's storage capacity requirement standard of 4 months of additional storage capacity.
PMR1-14C	BellSouth has a defined plan for future capacity to store data for manual metrics.	Satisfied	BellSouth's plan for future capacity to store data for manual metrics is defined. BearingPoint reviewed the BellSouth's Capacity Management and Projection for the PMAP Shared Drive and confirmed the existence of a plan for future capacity to store

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Test Reference	Evaluation Criteria	Result	Comments
			data.
PMR1-15C	BellSouth has defined and documented error controls for storing data for manual metrics.	Satisfied	BellSouth's error controls for storing data for manual metrics are defined and documented.
			BearingPoint's review of backup tools and software documentation, DBA responsibilities documentation, and the Performance Measurements Quality Assurance Plan Monthly SME Validation document verified that BellSouth has defined and documented error controls for storing data.
			The documents reviewed by BearingPoint to confirm the existence of documented error controls for storing data were:
			♦ Recovery Plan for Loss of Processing at the Birmingham Regional Data Center (RDC), Version September 25, 2002;
			♦ Backup and Recovery Services Procedure Manual, Version 9.0 and its associated Work Instructions;
			♦ Split Mirror Backup and Data Base Replication Using EMC TimeFinder, Version 1.0; and
			♦ Oracle 9i Backup and Recovery Concepts, Release 2 (9.2).
			In addition, the PMAP 4.0 After Hours On Call Procedures details error checks and backup and recovery procedures for the Data Marts data.
PMR1-16C	BellSouth has documented security procedures for data storage for manual metrics.	Satisfied	BellSouth security procedures for data storage for manual metrics are documented.
			BearingPoint reviewed DBA responsibilities documentation and BellSouth's Corporate Security Standards and verified that BellSouth has a documented security process for data storage.
			The documents reviewed by BearingPoint to confirm the existence of data security procedures are:
			♦ BellSouth Corporate Security Standards 300-000, Revision 3;
			♦ BellSouth Corporate Security Standards

Test Reference	Evaluation Criteria	Result	Comments
			000-500, Revision 2;
			♦ BellSouth Corporate Security Standards 100-300, Revision 3;
			♦ BellSouth Corporate Security Standards 100-000, Revision 3A;
			♦ Enterprise Backup and Recovery (EBR) Procedure Manual, Version 2.0 and its associated Work Instructions; and
			♦ Backup and Recovery Services Procedure Manual, Version 9.0 and its associated Work Instructions.

5.0   Parity Evaluation

A parity evaluation was not required for this test.

6.0   Final Summary

There were forty-eight evaluation criteria considered for the Data Collection and Storage Verification and Validation Review (PMR1). All forty-eight criteria received a satisfied result.

B.   Test Results: Metrics Definition, Standards Development, and Documentation Verification and Validation Review (PMR2)

1.0   Description

The objective of the Metrics Definition, Standards Development, and Documentation Verification and Validation Review (PMR2) was to evaluate the documented definitions and standards as presented in the BellSouth Operation Support Systems (OSS) Test Service Quality Measurements (SQMs) Plan, Florida Interim Performance Metrics, June 1, 2001, Version 3.00. This test evaluated the documentation metrics definitions and standards including a review of the related policies and practices. This review 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.

BearingPoint conducted testing within the BellSouth Performance Measurement Analysis Platform (PMAP) 4.0 environment beginning with the May 2002 data. For a complete review of the PMAP 2.6 Metrics Definition, Standards Development, and Documentation Verification and Validation Review (PMR2), see the BellSouth Telecommunications, Inc. OSS Evaluation Project, July 30, 2002 Final Report. Testing for the PMAP 2.6 environment involved an initial three month analysis of the BellSouth OSS Testing SQM Plan and PMAP reports. BellSouth had met all seven evaluation criteria in the PMAP 2.6 environment, therefore the PMAP 4.0 testing was based on a one month analysis of the BellSouth OSS Testing SQM Plan and BellSouth PMAP reports for the PMAP 4.0 environment.

2.0   Business Process

This section describes BellSouth's business process for metrics definitions and standards development.

2.1   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, 1999 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 FPSC on February 8, 2000.

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 disaggregation, the calculation description, and other information pertaining to report structure, data retention, and evaluation standards are identified in this document as well.

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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 PMAP. PMAP provides each ALEC access to its individual metric results through 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 PMAP 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, Standards Development, and Documentation Verification and Validation Review (PMR2) consisted of reviewing two types of BellSouth metrics documentation: i) the BellSouth OSS Testing SQM Plan, Florida Interim Performance Metrics, Version 3.00 and ii) the BellSouth's PMAP 4.0 reports.

BearingPoint examined the SQM document to verify that the measurements accurately represented BellSouth's reporting agreement with FPSC orders. BearingPoint 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. BearingPoint also verified that BellSouth published the monthly reports on time.

The Metrics Definition, Standards Development, and Documentation Verification and Validation Review (PMR2) included a checklist of evaluation criteria developed by BearingPoint during the

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initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for Metrics Definition, 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

There were no exceptions and observations issued during the PMAP 4.0 phase of the test. The test criteria and results are presented in Table 2-2.

Table 2-1: PMR2 Exception and Observation Count

Activity	Exceptions[8]	Observations
Total Issued	0	0
Total Disposed as of Final Report Date	0	0
Total Open as of Final Report Date	0	0

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.	Satisfied	BellSouth's process to develop and document metrics definitions is complete and consistent. BearingPoint 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 4.0 environment.
PMR2-2	Metrics definitions are consistent with the intent of the metrics.	Satisfied	BellSouth's metrics definitions are consistent with the intent of the metrics.

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[8] Two PMR2 Exceptions were issued during the testing of the PMAP 2.6 environment.

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Test Reference	Evaluation Criteria	Result	Comments
	of the metrics.		BearingPoint reviewed the metrics definitions in the BellSouth OSS Testing SQM documentation and found them to be consistent with the intent of the documented definition for the PMAP 4.0 environment.
PMR2-3	Documented metrics calculations are consistent with documented metrics definitions.	Satisfied	BellSouth's documented metrics calculations are consistent with documented metrics definitions. BearingPoint 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 4.0 environment.
PMR2-4	Documented metrics exclusions are appropriate.	Satisfied	BellSouth's documented metrics exclusions are appropriate. BearingPoint reviewed the exclusions listed in the BellSouth OSS Testing SQM documentation and found that they are appropriate within the context of the metrics definitions used in the PMAP 4.0 environment.
PMR2-5	Metrics definitions are made available in accordance with required distribution guidelines.	Satisfied	BellSouth metrics definitions are made in accordance with required distribution guidelines. BearingPoint verified that the metrics definitions were 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 4.0 environment.
PMR2-6	The process to develop and document metrics reports is complete and consistent.	Satisfied	BellSouth's process to develop and document metrics reports is complete and consistent. BearingPoint 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 the reports produced in the PMAP 4.0 environment to be complete

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Test Reference	Evaluation Criteria	Result	Comments
			and consistent with the documented process.
PMR2-7	Metrics reports are made available in accordance with required distribution guidelines.	Satisfied	BellSouth metrics reports are made available in accordance with distribution guidelines. BearingPoint verified that the metrics report for the May 2002 test month was available on the 21st of the month in accordance with the required distribution guidelines for the PMAP 4.0 environment as stated on the BellSouth PMAP website.

5.0   Parity Evaluation

A parity evaluation was not required for this test.

6.0   Final Summary

There were seven evaluation criteria considered for the Metrics Definitions, Standards Development, and Documentation Verification and Validation Review (PMR2). All seven evaluation criteria were reviewed against the PMAP 4.0 environment and received a satisfied result.

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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 (ALECs). 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 4.0 environment. For a complete review of the PMAP 2.6 Metrics Definition and Standards Change Management Verification and Validation Review (PMR3), see the BellSouth Telecommunications, Inc OSS Evaluation Project, July 30, 2002 Final Report.

2.0   Business Process

This section describes BellSouth's internal business process associated with changes to the production of SQMs in the PMAP 4.0 environment. PMAP 4.0 is an extensive performance metrics platform designed to capture data and produce reports directly from BellSouth's major legacy Operations Support Systems (OSS).

2.1   Business Process Description

BellSouth's change management process evaluates, develops, tests, implements, and tracks changes in the BellSouth PMAP 4.0 environment. Metrics change requests typically arise from changes in regulatory mandates, new regulatory mandates, or errors discovered during the monthly validation process.

The change management process begins when a change request is initiated by BellSouth and entered into the TestDirector System[9]. Only BellSouth employees can access TestDirector. BellSouth subject matter experts (SMEs) and members of the PMAP production team use TestDirector to log change requests or issues for consideration by the Change Control Board. Initial entries include a description of the issue or the required change, the date opened, the originator of the issue, the BellSouth employee to whom it is assigned, and fields for how and

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[9] TestDirector is the name of the software package used by BellSouth to manage changes to the PMAP 4.0 environment.

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when the issue or change request is resolved. TestDirector assigns a number to each entry for tracking purposes.

Once a change request has been entered into the TestDirector System it is analyzed to determine the impact to the PMAP 4.0 environment. The analysis is conducted and documented by SMEs and Business Analysts. Completed analyses are attached to each change request. The change request is then sent to the Change Control Board where it is reviewed for completeness and either approved or rejected. The Change Control Board is comprised of the Software Configuration Manager, Release Manager, Project Coordinators, Business Analysts and SMEs. It meets weekly to review new change requests.

Change requests approved by the Change Control Board are provided to the Functional Change Control Board for scheduling. The Functional Change Control Board is comprised of the Software Configuration Manager, Release Manager, Business Analysts, Development Team members, and the CLEC Notification Team. The Functional Change Control Board meets monthly to evaluate all changes and determine which changes to schedule in the next available monthly release. Scheduling decisions are based on a combination of factors including the Business Analyst's/SME's impact assessment, resource availability, and the complexity of the change. Change Requests not scheduled for the next monthly release will be held until the next months meeting.

All change requests scheduled by the Functional Change Control Board must be reviewed and approved by the Organizational Change Control Board before development of the change requests can begin. The Organizational Change Control Board includes a Chairman, the Software Configuration Manager, the Release Manager, and the CLEC Notification Team. It also meets monthly.

Once a change request has been analyzed and approved, it is moved to the design phase. Each change request is assigned to the development team who develops the code for each change request. Each of these changes is then tested by the development team and then sent to the external testing group where additional testing occurs. Change requests that have completed the development phase and passed the testing phase, are then reviewed by the SME or Business Analyst who initiated the change request. This step ensures that the newly developed code addresses the issues outlined in the initial change request. Once the SME and Business Analyst have validated the change request it is moved into production with the monthly release and closed.

During the change management process, the CLEC Notification Team is responsible for issuing preliminary and proposed monthly notifications of PMAP changes to the Public Service/Utility Commissions in BellSouth's nine state region. A preliminary change notification is filed 90 days prior to BellSouth's intended implementation of changes in the PMAP 4.0 environment. A proposed change notification is filed 60 days prior to BellSouth's intended implementation of changes in the PMAP 4.0 environment. Each of these notifications is filed on the first day of every month to inform ALECs of impending changes. After each notification is filed, ALECs may file comments on the changes and discuss potential impacts with BellSouth. After reviewing ALEC comments and concerns BellSouth will move forward with implementation of the change

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requests unless directed otherwise by the Georgia Public Service Commission[10]. In the event that the Georgia Public Service Commission directs BellSouth not to go forward with a change request, BellSouth will move the change request back into the process for further review and analysis.

In addition to managing the changes to the PMAP 4.0 environment, the TestDirector System manages changes to the Raw Data User's Manual (RDUM). The RDUM documents the process used to manipulate the raw data to recreate the performance measurement reports. Changes to the RDUM are linked to system change requests to ensure that changes in the PMAP 4.0 environment are documented and provided to external stakeholders. The updated version of the RDUM is published monthly along with the Performance Measurement reports.

The change management process followed by BellSouth is illustrated in Figure 3-1:

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[10] The Georgia Public Service Commission is responsible for providing approval of the change requests since the Georgia Public Service Commission ordered the notification procedures.

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Figure 3-1: PMR3 - BellSouth Change Control Management Process Flowchart
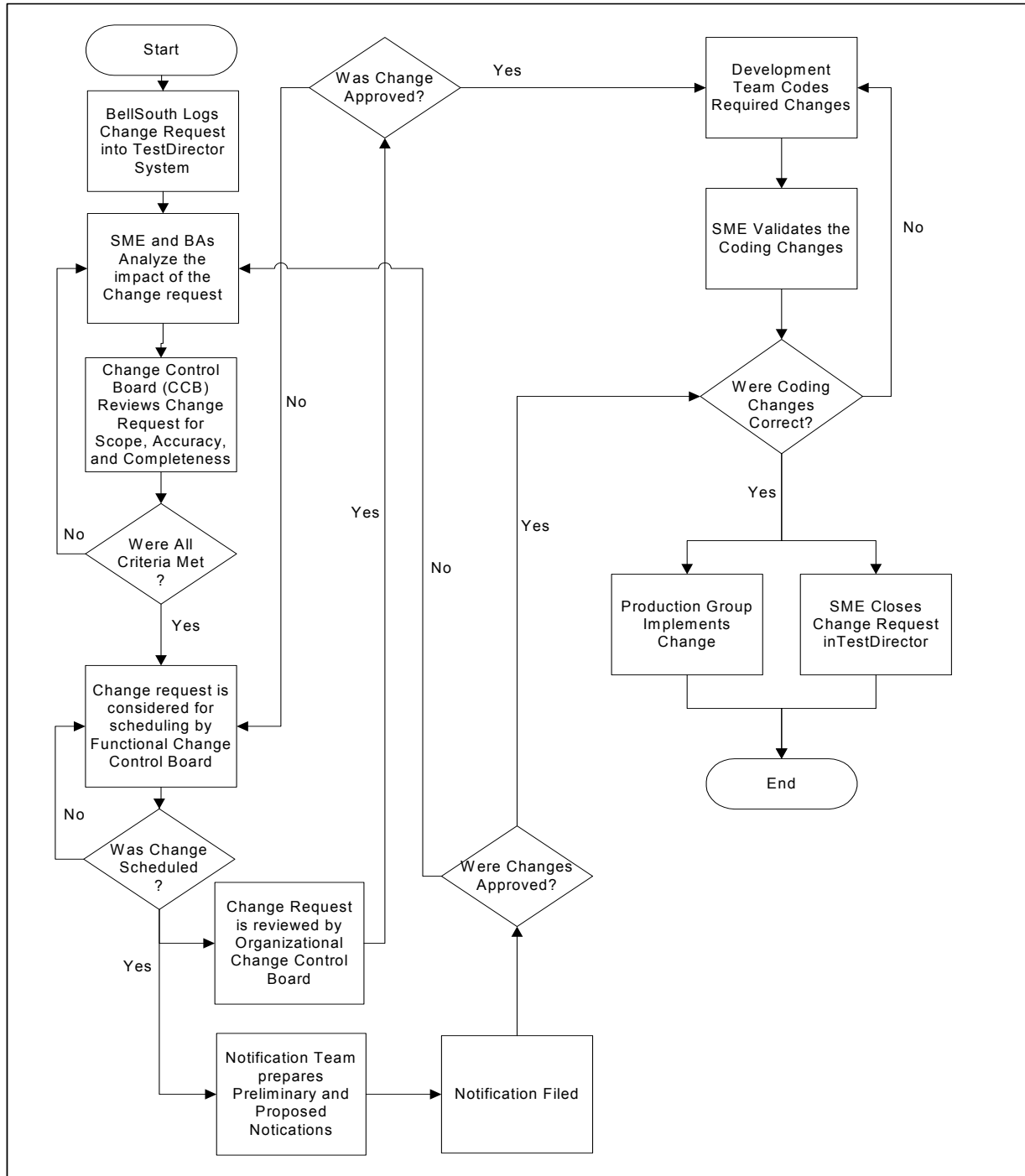
3.0   Methodology

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;

♦   Establishing implementation intervals for change proposals;

♦   Updating documentation associated with change proposals;

♦   Providing notification of change proposals; and

♦   Tracking change proposals.

3.3   Data Sources

The key documents collected for the test included the following:

♦   Summaries of interviews conducted by BearingPoint on the PMAP 4.0 and SQM Change Management processes;

♦   Summary of the observation of the TestDirector system in use;

♦   Documentation (electronic and/or paper copies) related to the PMAP 4.0 and SQM change management processes, process flow diagrams, and user guides;

♦   Copies of implemented and work-in-progress change requests;

♦   Copies of documentation filed with regulatory commissions (including notifications of proposed changes); and

♦   Work papers from the Georgia OSS test and the Florida OSS test[11].

3.4   Data Generation/Volumes

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

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[11] Information collected while testing the change management process in the PMAP 2.6 environment and in the PMAP 4.0 environment, as applicable to the PMAP 4.0 environment, was re-verified during this test.

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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, technical documentation, change requests, and change management notifications.

BearingPoint evaluated BellSouth's change management process in three stages. In the first stage, BearingPoint developed a series of questions for BellSouth personnel involved with the change management process and conducted interviews and observations related to the process. In the second stage, BearingPoint requested and reviewed BellSouth change management documentation and technical documentation. In the final stage, BearingPoint reviewed change requests and change management notifications to evaluate BellSouth adherence to the documented change management processes.

The Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3) included a checklist of evaluation criteria developed by BearingPoint 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

As depicted in Table 3-1, there were no exceptions or observations issued during PMAP 4.0 testing. The evaluation criteria and results are presented in Table 3-2 below.

Table 3-1: PMR3 Exception and Observation Count

Activity	Exceptions[12]	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 3-2: PMR3 Evaluation Criteria and Results

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[12] Two Exceptions were issued as part of the PMR3 evaluation conducted in the PMAP-2.6 environment.

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Test Reference	Evaluation Criteria	Result	Comments
PMR3-1	A defined and documented process for developing metrics change proposals exists.	Satisfied	BellSouth's process for developing metrics change proposals is defined and documented. The BellSouth process for developing change requests for the PMAP 4.0 environment is defined and documented in the Performance Measurements Quality Assurance Plan (PMQAP) Version 5.0. BearingPoint reviewed the PMQAP, Version 5.0 and its supporting user guides and confirmed that the change management end-to-end process and the roles and responsibilities for the PMAP 4.0 environment are defined.
PMR3-2	A defined and documented process for evaluating metrics change proposals exists.	Satisfied	BellSouth's process for evaluating metrics change proposals is defined and documented. BearingPoint reviewed BellSouth's process for evaluating change requests and found that it is defined and documented in the PMQAP Version 5.0 and its supporting documents. BearingPoint observed the TestDirector system in use on October 14, 2002 and reviewed copies of implemented and work-in-progress change requests. Through observation and reviews BearingPoint verified that the procedures for evaluating change requests, as documented in the PMQAP 5.0, are followed.
PMR3-3	A process for implementing metrics change proposals exists.	Satisfied	BellSouth's process for implementing metrics change proposals exists. BearingPoint reviewed the BellSouth process for implementing PMAP 4.0 change requests and verified that it is defined and documented in the PMQAP Version 5.0 and its supporting documents. BearingPoint observed the TestDirector system in use on October 14, 2002 and reviewed copies of implemented and work-in-progress change requests. Through observation and reviews BearingPoint verified that each phase of process for implementing change requests is executed as documented in the PMQAP 5.0.
PMR3-4	A defined process for establishing implementation intervals for metric changes exists.	Satisfied	BellSouth's process for establishing implementation intervals for metrics changes is defined. BearingPoint reviewed the BellSouth process for establishing implementation intervals for change

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Test Reference	Evaluation Criteria	Result	Comments
	changes exists.		requests and verified that it is defined and documented in the PMQAP Version 5.0 and its supporting documents.
PMR3-5	Documentation is updated according to published guidelines.	Satisfied	BellSouth documentation is updated according to published guidelines. BearingPoint reviewed and verified that changes to the RDUM follow the change management process documented in the PMQAP Version 5.0 and its supporting documents. BearingPoint also verified that RDUM changes are tracked and updated in the TestDirector system.
PMR3-6	A metrics change and error notification process exists.	Satisfied	BellSouth's metrics change and error notification process exists. BearingPoint reviewed changes implemented by BellSouth in the PMAP 4.0 environment and compared those changes to the proposed data notifications filed by BellSouth with the Georgia Public Service Commission[13]. BearingPoint verified that BellSouth provided the proper notification for the changes implemented in Release 4.2.10, 4.2.11, and 4.2.12 for the October, November, and December data months respectively.
PMR3-7	A documented process for tracking metrics changes exists.	Satisfied	BellSouth's process for tracking metrics changes is documented. BearingPoint reviewed the BellSouth process for tracking changes to the PMAP 4.0 system and verified that it is defined and documented in the PMQAP Version 5.0 and its supporting documents. BearingPoint requested and reviewed change requests tracked through the TestDirector system. Through the review BearingPoint found that change requests were tracked through each process step as documented in PMQAP Version 5.0 and its supporting documents.

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[13] On July 2, 2002, the Georgia Public Service Commission (GPSC) adopted a notification process by which BellSouth is required to provide notice and obtain Commission approval of any change to the method by which BellSouth's performance data is calculated. Under this Commission-approved process, BellSouth must provide written notice on the first business day of each month and conduct an industry conference call, after which parties have ten business days to file written comments with the Commission concerning any of BellSouth's proposed changes. BellSouth modified its change management procedures to adhere to this notification requirement and BearingPoint began testing to ensure compliance with the stated change management process. Additional information on the required notification process is available in GPSC docket #7892.

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5.0   Parity Evaluation

A parity evaluation was not required for this test.

6.0   Final Summary

There were seven evaluation criteria considered for the Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3). All seven evaluation criteria have received a satisfied result.

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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[14] 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 captured wholesale and retail performance measurement data. BearingPoint based its evaluations on BellSouth business rules and the raw data used to calculate BellSouth wholesale and retail performance measures. The raw data was either provided by BellSouth or extracted from the BellSouth Performance Measurements Analysis Platform 4.0[15] (PMAP 4.0) environment. BearingPoint also verified that results from the test performed in the PMAP 2.6 environment for non-mechanized measures were also applicable to the PMAP 4.0 environment. Raw data[16] from the PMAP 4.0 environment became publicly available in June 2002.

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 Alternative Local Exchange Carriers (ALECs) and BellSouth retail 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 Regulatory Ad-hoc Database System (RADS) data warehouse. At month-end, a snapshot of the database tables is extracted from RADS and sent to the PMAP Next Generation (PMAP NG) warehouse system. From PMAP NG, the data is transferred to the PMAP Raw Datamarts[17]. Other operational system data sets, such as company look-up tables, are direct feeds into PMAP NG. PL-SQL

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[14] BellSouth uses the term raw data to describe the performance measurement data at the stage where it enters into the SQM calculations.
[15] A major metrics system upgrade of PMAP.
[16] Beginning with April 2002 data.
[17] Datamarts contain the processed raw data used to produce the SQM reports.

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scripts are run against the processed data sets in the Datamarts, which summarizes and aggregates the data and posts the SQM reports to the BellSouth PMAP website. SQMs calculated entirely within the PMAP process are called automated or mechanized measures.

Some SQMs (e.g. OSS Response Intervals, Service Order Accuracy) are not processed through the PMAP system. BellSouth subject matter experts (SMEs) and business analysts coordinate the collection of the data for these 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 (e.g. text files, spreadsheets).

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 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;

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♦ 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);

  ♦ Re-Release RDUM 4.09B Jun 18 2002;

  ♦ RDUM 4.1 Jun 28 2002;

  ♦ RDUM 4.1.1B Jul 30 2002;

  ♦ RDUM 4.1.2 Aug 20 2002;

  ♦ RDUM 4.1.2B Aug 30 2002;

  ♦ RDUM 4.1.3B Sep 30 2002;

  ♦ RDUM 4.2.09B Oct 30 2002;

  ♦ RDUM 4.2.11 Dec 20 2002;

  ♦ RDUM 4.2.12 Jan 20 2003;

♦ 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, BearingPoint obtained early stage data for orders from the BellSouth Legacy systems (e.g. Local Exchange Ordering (LEO), Service Order Communication System (SOCS), Regional Negotiation System (RNS), etc.) and the RADS snapshot tables. BearingPoint compared all transactions received by the Legacy systems to the data captured in the RADS snapshot tables to ensure the accuracy and completeness of the orders during the transfer process. Second, BearingPoint compared the RADS snapshot tables to the PMAP NG Fact tables housed in the PMAP NG Warehouse data sets after applying the defined business rules used during the transformation process between the RADS and PMAP NG Warehouse tables. Third, BearingPoint compared the

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PMAP NG Warehouse datasets with the Datamart tables that are then used to calculate the SQM reports, applying additional rules and exclusions that were applicable. BearingPoint then extracted the specific measurement data from the Datamarts and compared that data set to the monthly PMAP published data set to ensure that all transactions were included in the reporting process.

BearingPoint was able to assess the accuracy and completeness of the reported performance measure raw data. BearingPoint was also able to determine whether there was agreement between BearingPoint-generated and BellSouth–generated SQM data sets.

The following diagram depicts the points of comparison for the Legacy to PMAP process:

Figure 4-1: PMR4 -Data Integrity Process Flow
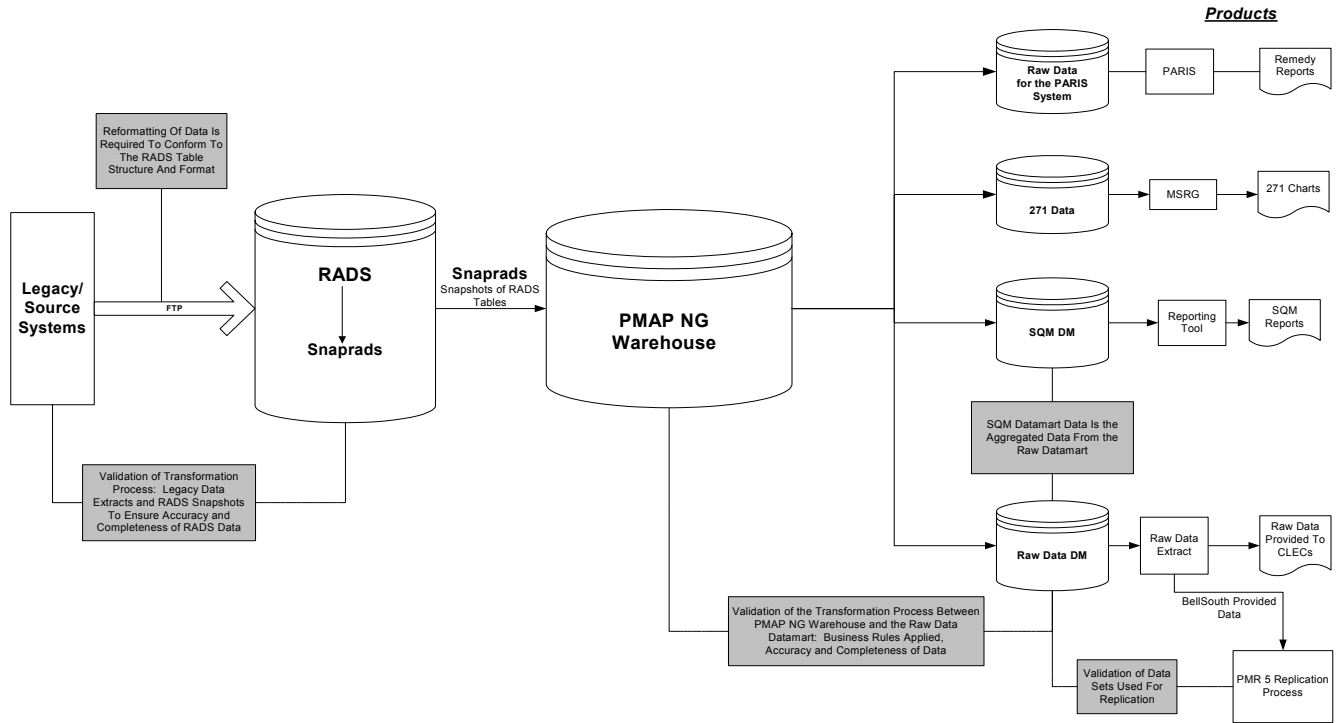
The data for non-mechanized SQMs, which are all calculated manually, were obtained in various formats including EXCEL, MS-WORD, TEXT files, etc. For the non-mechanized SQMs, BearingPoint obtained all relevant data and applied the defined business rules used during the transformation process between the 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 PMAP 2.6 and PMAP 4.0 testing 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 & Observation Count

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Activity	Exceptions	Observations
Total Issued as of Final Report Date	35	3
Total Disposed as of Final Report Date	31	3
Total Open as of Final Report Date	4	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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-1-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint compared the Legacy source extracts data to the corresponding RADS snapshot for the Regional Negotiation System (RNS) system and found that the average values for response intervals for certain categories varied significantly and as a result issued Exception 177. BellSouth responded that the issue of the differences in the intervals between the source data and the corresponding RADS snapshot for the RNS system had been corrected and suggested retesting the RNS source system beginning with June 2002 data. BearingPoint conducted a retest using June 2002 data and found no instances of differences in intervals for the average response time. BearingPoint closed Exception 177.
Pre-Ordering – Interface Availability (Pre-ordering/Ordering)			
PMR4-2-1	BellSouth excludes appropriate data during the transfer of unprocessed data to	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics

Test Reference	Evaluation Criteria	Result	Comments
	processed data.		source data to reporting data sets.
PMR4-2-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Pre-Ordering – Interface Availability (M&R)			
PMR4-3-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-3-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Pre-Ordering – Response Interval (M&R)			
PMR4-4-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-4-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Pre-Ordering – Loop Makeup-Response Time – Manual			
PMR4-5-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-5-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0

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Test Reference	Evaluation Criteria	Result	Comments
	data.		environment with the comparison of metrics source data to reporting data sets.
center	Pre-Ordering - Loop Makeup-Response Time – Electronic		
PMR4-6-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-6-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
center	Ordering – Acknowledgment Message Timeliness		
PMR4-7-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint identified that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the Electronic Data Interchange (EDI) system and the corresponding RADS Snapshots, for data that goes into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 175. BellSouth's response to Exception 175 stated that all but six of the EDI records identified have a sender_code of EDITEST, which is not in the RADS snapshot. These records all had a Company Codes (CC) of 'tst'. All valid Company Codes must contain 4 characters. Therefore, no records with a CC of 'tst' are ever used in the measurements. Even though these records are not used, they still should have been captured within the RADS database. A retest was conducted using June 2002 data. No discrepancies were found between EDI source data and the corresponding RADS snapshot data. BearingPoint closed Exception 175.

Test Reference	Evaluation Criteria	Result	Comments
			BearingPoint identified that BellSouth was incorrectly excluding data between the snapshots and the Datamart stages of the PMAP 4.0 process. BearingPoint issued Exception 178.
			A retest was conducted using September 2002 data. BearingPoint found that BellSouth was incorrectly excluding records between snapshots and the Datamart stage used to calculate the SQM. Amended Exception 178 was issued. A retest was conducted using November 2002 data. BearingPoint found no instances of missing records. BearingPoint closed Exception 178.
PMR4-7-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint identified that BellSouth's duration calculations were inaccurate. Exception 208 was issued.
			BellSouth's responses to Exception 208 stated when records used for the Acknowledgement Message Timeliness (O-1) SQM have negative intervals, PMAP calculates a one-minute duration. This ensures that these records will be counted in the calculation of the results for the O-1 measure, as well as the acknowledgements are counted in the O-2 SQM.
			To further resolve the negative interval issue with EDI Functional Acknowledgements, BellSouth made a system change in Release 11.0 on 12/28/02. BellSouth added the ability to pull the second timestamps from the same location as is currently used to pull the hour and minute timestamps for these transactions. This change was reflected in the January 2003 data.
			BearingPoint determined that the deviation between the BearingPoint-calculated durations and the BellSouth reported durations at each level of disaggregation was less than 2%. The FPSC staff's position is that in most cases,

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Test Reference	Evaluation Criteria	Result	Comments
			deviations of 2% or less at a disaggregated level are not material to the integrity of the measure. BearingPoint closed Exception 208.
	Ordering – Acknowledgment Message Completeness		
PMR4-8-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint identified that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the EDI system and the corresponding RADS Snapshots, for data that goes into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 175.
			BellSouth's response to Exception 175 stated that all but six of the EDI records identified have a sender_code of EDITEST, which is not in the RADS snapshot. These records all had a Company Codes (CC) of 'tst'. All valid Company Codes must contain 4 characters. Therefore, no records with a CC of 'tst' are ever used in the measurements. Even though these records are not used, they still should have been captured within the RADS database. A retest was conducted using June 2002 data. No discrepancies were found between EDI source data and the corresponding RADS snapshot data. BearingPoint closed Exception 175.
			BearingPoint identified that BellSouth was incorrectly excluding data between the snapshots and the Datamart stages of the PMAP 4.0 process and as a result issued Exception 179.
			A retest was conducted using September 2002 data, and BearingPoint found that BellSouth was incorrectly excluding records between snapshots and the Datamart stage used to calculate the SQM. Amended Exception 179 was issued. A retest was conducted using November 2002 data, and BearingPoint found no instances of missing records. BearingPoint

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Test Reference	Evaluation Criteria	Result	Comments
			closed Exception 179.
PMR4-8-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Ordering – Percent Flow Through Service Requests (Summary)		
PMR4-9-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. BearingPoint discovered that BellSouth was not including xDSL orders for Ordering Flow Through reporting data. Exception 113 was issued during the testing of PMAP 2.6. BellSouth responded that xDSL products were in the process of being added to the flow through SQM reports, and anticipated being able to report this data mechanically by the end of the first quarter of 2002. After BellSouth's Response to Exception 113 was issued, BellSouth informed BearingPoint that the flows for xDSL data had changed. BellSouth stated that several tables were also being pulled from RADS and no longer only from BARNEY. BearingPoint issued Amended Exception 113. A re-test was conducted in the PMAP 4.0 environment based on the new data flows. xDSL transactions were found in the data for the Ordering: Percent Flow-Through Service Requests (Summary) and Ordering: Percent Flow-Through Service Requests (Detail) SQMs. BearingPoint closed Exception 113. BearingPoint discovered that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the EDI system and the corresponding RADS Snapshots, for data that goes into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 175. BellSouth's response stated that all but six of the EDI records identified have a sender_code of EDITEST, which is not in the RADS snapshot. These records all had a Company

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Test Reference	Evaluation Criteria	Result	Comments
			Codes (CC) of 'tst'. All valid Company Codes must contain 4 characters. Therefore, no records with a CC of 'tst' are ever used in the measurements. Even though these records are not used, they still should have been captured within the RADS database. A retest was conducted using June 2002 data. No discrepancies were found between EDI source data and the corresponding RADS snapshot data. BearingPoint closed Exception 175.
PMR4-9-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Ordering – Percent Flow Through Service Requests (Detail)			
PMR4-10-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. BearingPoint discovered that BellSouth was not including xDSL orders for Ordering Flow Through reporting data. Exception 113 was issued during the testing of PMAP 2.6. BellSouth responded that xDSL products were in the process of being added to the flow through SQM reports, and anticipated being able to report this data mechanically by the end of the first quarter of 2002. After BellSouth's Response to Exception 113 was issued, BellSouth informed BearingPoint that the flows for xDSL data had changed. BellSouth stated that several tables were also being pulled from RADS and no longer only from BARNEY. BearingPoint issued Amended Exception 113. A retest was conducted in the PMAP 4.0 environment based on the new data flows. xDSL transactions were found in the data for the "Ordering: Percent Flow-Through Service Requests (Summary)" and "Ordering: Percent Flow-Through Service Requests (Detail)" SQMs. BearingPoint closed Exception 113. BearingPoint issued Amended Exception 124 after the issue was originally raised as a PMR5 issue. Given the nature of flow through data, no

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Test Reference	Evaluation Criteria	Result	Comments
			distinction can be made between the completion of data integrity (PMR4) and the starting point of replication (PMR5).
			In BellSouth's response, BellSouth identified an inaccuracy in the number of Local Service Requests (LSRs) that fell into Planned Manual Fallout. A fix was implemented in LEO to assign future LSRs affected by this temporary error to Total System Fallout rather than categorize them incorrectly as Planned Manual Fallout. BearingPoint conducted a retest in the PMAP 4.0 environment using June 2002 data. All values successfully replicated. BearingPoint closed Exception 124.
			BearingPoint identified that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the EDI system and the corresponding RADS Snapshots, for data that goes into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 175.
			BellSouth responded that all but six of the EDI records identified have a sender_code of EDITEST, which is not in the RADS snapshot. These records all had a Company Codes (CC) of 'tst'. All valid Company Codes must contain 4 characters. Therefore, no records with a CC of 'tst' are ever used in the measurements. Even though these records are not used, they still should have been captured within the RADS database. A retest was conducted using June 2002 data. No discrepancies were found between EDI source data and the corresponding RADS snapshot data. BearingPoint closed Exception 175.
PMR4-10-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Ordering – Percent Rejected Service Requests (Non-Trunks)			
PMR4-11-1	BellSouth excludes appropriate data during	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.

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Test Reference	Evaluation Criteria	Result	Comments
	the transfer of unprocessed data to processed data.		transfer of unprocessed data to processed data.
			BearingPoint found that BellSouth incorrectly excludes data between the Barney Snapshots and NODS phases of the PMAP 2.6 process and as a result issued Exceptions 120 and 143.
			In the Response to Exception 120, BellSouth stated that certain LSRs were excluded from both fully and partially mechanized data because they were directory listing products. Team connect D2143 was implemented to resolve this issue in September 2001. Certain partially mechanized LSRs were excluded because they were Enhanced Extended Loops (EELs). TestDirector 1340 was submitted to include EEL products in raw data beginning with March 2002 data. The retest for Exception 120 was not conducted until the release of September 2002 data since RQ1757, which was issued for Exception 196, also affected Percent Rejected Service Requests. A retest was conducted using September 2002 data. BearingPoint found no instances of missing records. Exception 120 was closed.
			In the Response to Exception 143, BellSouth stated that the discrepancies between the BARNEY Snapshots and NODS stages of the PMAP 2.6 process were due to a problem excluding LSRs from non-mechanized data. BearingPoint conducted a retest using June 2002 data and found no instances of missing records. Exception 143 was closed.
			BearingPoint identified that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the EDI system and the corresponding RADS Snapshots, for data that goes into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 175.
			BellSouth responded that all but six of the EDI records identified have a sender_code of EDITEST, which is not in the RADS snapshot. These records all had a Company Codes (CC) of 'tst'. All valid Company Codes must contain 4 characters. Therefore, no records with a CC of

Test Reference	Evaluation Criteria	Result	Comments
			'tst' are ever used in the measurements. Even though these records are not used, they still should have been captured within the RADS database. A retest was conducted using June 2002 data. No discrepancies were found between EDI source data and the corresponding RADS snapshot data. BearingPoint closed Exception 175.
			BearingPoint identified that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the LON system and the corresponding RADS Snapshots for data that go into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 176.
			BellSouth responded that the scripts used to pull the date range criteria for LON_COPY data for February were causing all records after midnight on February 28th to be excluded from the dataset used for calculations. BellSouth stated that this problem was fixed and suggested retesting the LON source system beginning with May 2002 data. BearingPoint conducted a retest using May 2002 data and found the problem had been fixed and there were no instances of missing records. BearingPoint closed Exception 176.
			BearingPoint found that BellSouth was incorrectly excluding data between the snapshots and the Datamart stages of the PMAP 4.0 process used to calculate xDSL records. Exception 204 was issued.
			BellSouth responded that certain LSRs were excluded from the raw data because they have only an outbound status message in EDI, but no response (Firm Order Confirmation (FOC), clarification, fatal reject, jeopardy, or completion notice) in Corporate Gateway (COG). TestDirector RQ2185 was entered to address this issue, and was scheduled to be implemented with January 2003 data. Other LSRs were excluded from the raw data because a jeopardy record from COG and a FOC record from EDI data were inappropriately joined, causing the LSR to be excluded. TestDirector

Test Reference	Evaluation Criteria	Result	Comments
			RQ2275 was entered to address this issue, and was scheduled to be implemented with March 2003 data. Another LSR was excluded from the raw data because an error occurred during the calculation of the STOP_TIME value. This issue was addressed with TestDirector RQ1752, which was to be implemented with March 2003 data. BearingPoint retested using January 2003 data and found no discrepancies. Exception 204 was closed.
PMR4-11-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.

This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.

BearingPoint found that BellSouth was incorrectly excluding data between the snapshots and the Datamart stages of the PMAP 4.0 process used to calculate xDSL records. Exception 204 was issued.

BellSouth responded that certain LSRs were excluded from the raw data because they have only an outbound status message in EDI, but no response (FOC, clarification, fatal reject, jeopardy, or completion notice) in Corporate Gateway (COG). TestDirector RQ2185 was entered to address this issue, and was scheduled to be implemented with January 2003 data. Other LSRs were excluded from the raw data because a jeopardy record from COG and a FOC record from EDI data were inappropriately joined, causing the LSR to be excluded. TestDirector RQ2275 was entered to address this issue, and was scheduled to be implemented with March 2003 data. Another LSR was excluded from the raw data because an error occurred during the calculation of the STOP_TIME value. This issue was addressed with TestDirector RQ1752, which was to be implemented with March 2003 data. BearingPoint retested using January 2003 data and found no discrepancies. Exception 204 was closed. |
| Ordering - Percent Rejected Service Requests (Trunks) | | | |

Test Reference	Evaluation Criteria	Result	Comments
PMR4-12-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Not Satisfied	BearingPoint has not determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint was unable to verify the validity of records between source and target datasets for the "Ordering: Percent Rejected Service Requests (Trunks)" SQM for January 2003 data. Exception 210 was issued. Exception 210 remains open.
PMR4-12-2	BellSouth accurately transferred data from unprocessed to processed data.	Not Satisfied	BearingPoint has not determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint was unable to verify the validity of records between source and target datasets for the "Ordering: Percent Rejected Service Requests (Trunks)" SQM for January 2003 data. Exception 210 was issued. Exception 210 remains open.
Ordering - Reject Interval (Non-Trunks)			
PMR4-13-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. As part of PMAP 2.6 testing, BearingPoint compared metrics source data to reporting data sets. BearingPoint found that BellSouth was incorrectly excluding data between the BARNEY Snapshots and NODS phases of the PMAP 2.6 process. Exception 144 was issued. BellSouth responded that the discrepancies between the BARNEY Snapshots and NODS stages of the PMAP process were due to a problem excluding LSRs from non-mechanized data. BearingPoint retested in the PMAP 4.0 environment using May 2002 data. No instances of missing records were found. Exception 144 was closed.

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Test Reference	Evaluation Criteria	Result	Comments
			BearingPoint discovered that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the EDI system and the corresponding RADS Snapshots, for data that goes into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 175.
			BellSouth responded that all but six of the EDI records identified have a sender_code of EDITEST, which is not in the RADS snapshot. These records all had a Company Codes (CC) of 'tst'. All valid Company Codes must contain 4 characters. Therefore, no records with a CC of 'tst' are ever used in the measurements. Even though these records are not used, they still should have been captured within the RADS database. A retest was conducted using June 2002 data. No discrepancies were found between EDI source data and the corresponding RADS snapshot data. BearingPoint closed Exception 175.
			BearingPoint discovered that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the LON system and the corresponding RADS Snapshots for data that go into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 176, see PMR4-11-1. Exception 176 is closed.
			BearingPoint found that BellSouth incorrectly excludes data between the snapshots and the Datamart stages of the PMAP 4.0 process used to calculate mechanized records for May 2002 data. Exception 196 was issued.
			BellSouth responded that certain LSRs were excluded from mechanized data because PMAP incorrectly calculated the reject duration. BearingPoint conducted a retest using September 2002 data and found no instances of missing records. Exception 196 was closed.
PMR4-13-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics

Test Reference	Evaluation Criteria	Result	Comments
			source data to reporting data sets.
			As part of PMAP 2.6 testing, BearingPoint found that BellSouth was incorrectly calculating non-mechanized and partially mechanized durations for the Ordering: Reject Interval and Ordering: FOC Timeliness SQMs. Exception 36 was issued.
			BellSouth responded that the SQM was updated to include the exclusion of Project orders, the alteration of center hours, and the clarification of the LSR interval and Partial Mechanized orders. BearingPoint reviewed BellSouth's initial response and the redline SQM, and the amended response and amended red-line SQM for Exception 36. A retest was conducted based on March 2001 data. BearingPoint applied the appropriate exclusions as outlined in the redline SQM, and found discrepancies within the "Ordering: FOC Timeliness" and "Ordering: Reject Interval" SQMs, and as a result issued Amended Exception 36.
			BellSouth's responses to Amended Exception 36 stated that an incorrect entry of the last received time of an LSR by a service representative could create a negative duration if the FOC date happened prior to the received date. BellSouth stated that team connection #D2436 was entered to address this issue for the December 2001 production on November data. BearingPoint conducted a retest using November 2001 data and found that that there were additional discrepancies, and issued 2nd Amended Exception 36.
			BellSouth's response to 2nd Amended Exception 36 stated that partially mechanized Local Service Requests (LSRs) received and rejected after normal business hours were being incorrectly assigned an interval of zero. TestDirector RQ1088 addressed this issue and was to be implemented beginning with April 2002 data. Additionally, TestDirector RQ0949 was submitted to ensure the exclusion of Resale Design business hours from interval calculations for LSRs with a Resale Design PROD_ID. TD

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Test Reference	Evaluation Criteria	Result	Comments
			RQ 0949 was implemented with May 2002 data.
			As part of PMAP 4.0 testing, BearingPoint found that BellSouth was incorrectly calculating durations for the Ordering: Reject Interval and Ordering: FOC Timeliness SQMs and as a result issued 3rd Amended Exception 36.
			In the response to 3rd Amended Exception 36, BellSouth stated that the discrepancies in durations were due to the fact that the LON system uses inbound timestamps from a fax server in either Atlanta or Birmingham, causing the inbound timestamps to be in either Eastern or Central time. However, the outbound time stamp is always generated from a fax server in the Central time zone. The PMAP code used for May 2002 data was incorrectly setting the outbound fax timestamp to Mountain time instead of setting the Eastern inbound timestamps to Central time. BellSouth stated that this issue was corrected for June 2002 data with the implementation of TestDirector RQ1531. BearingPoint conducted a retest using June 2002 data and found that discrepancies in durations still existed for "Ordering: Reject Interval" and "Ordering: Firm Order Confirmation Timeliness" SQMs, and as a result issued 4th Amended Exception 36.
			In the responses to 4th Amended Exception 36, BellSouth stated that there were certain instances for which PMAP calculated a zero duration when it should have been one minute, and other instances where PMAP incorrectly added 600 minutes to the calculated durations. TestDirector RQ 1757 was entered to address these issues, and was scheduled for September 2002 data. Additionally, BellSouth stated that TestDirector RQ 2080 would adjust the non-business hours exclusion to accurately reflect the time zone where an LSR was worked. TestDirector RQ 2080 was implemented for November 2002 data. BearingPoint conducted a retest using November 2002 data and found no instances of discrepancies. Exception 36 was closed.
			BearingPoint found that BellSouth's calculated

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Test Reference	Evaluation Criteria	Result	Comments
			durations for certain fully mechanized records were inaccurate for June 2002 data. Exception 192 was issued. A retest was conducted using October 2002 data. BearingPoint found no instances of discrepancies. Exception 192 was closed.
Ordering - Reject Interval (Trunks)			
PMR4-14-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Not Satisfied	BearingPoint has not determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint was unable to verify the validity of records between source and target datasets for the "Ordering: Reject Interval (Trunks)" SQM for January 2003 data. Exception 210 was issued. Exception 210 remains open.
PMR4-14-2	BellSouth accurately transferred data from unprocessed to processed data.	Not Satisfied	BearingPoint has not determined if BellSouth accurately transferred data from unprocessed to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint was unable to verify the validity of records between source and target datasets for the "Ordering: Reject Interval (Trunks)" SQM for January 2003 data. Exception 210 was issued. BellSouth stated that a fix would be implemented for March 2003 data. BearingPoint believes that the problem identified in Exception 191 will be resolved with the implementation of the fix. Exception 210 remains open.
Ordering - Firm Order Confirmation Timeliness (Non-Trunks)			
PMR4-15-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.
			BearingPoint found that BellSouth incorrectly excludes data between the Barney Snapshots and NODS phases of the PMAP 2.6 process. BearingPoint issued Exceptions 114 and 145.

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Test Reference	Evaluation Criteria	Result	Comments
			BellSouth's responses to Exception 114 stated that certain LSRs were excluded from the raw data because their STOP_TIME was less than their START_TIME in EDI data. When the duration from EDI is negative, PMAP should be checking the RETFDHD_0502 data to determine the FOC timestamp. This issue was addressed with TestDirector RQ1884 that was implemented with November 2002 data. Other LSRs were excluded from raw data because PMAP incorrectly calculated the duration, and therefore excluded the record. This issue was addressed with TestDirector RQ 1757, and was implemented with September 2002 data. Several other LSRs were excluded from the raw data because an error occurred during the calculation of the STOP_TIME value. This issue was addressed with TestDirector RQ1752 that was to be implemented with March 2003 data. BearingPoint retested using January 2003 data and found no instances of missing records. Exception 114 was closed.
			BellSouth's response to Exception 145 stated that the discrepancies between the BARNEY Snapshots and NODS stages of the PMAP process were due to a problem excluding LSRs from non-mechanized data. BearingPoint retested using May 2002 data in the PMAP 4.0 environment and found that BellSouth was incorrectly excluding records between RADS snapshots and Datamart stages. BearingPoint issued Amended Exception 145. BellSouth responded that 32 LSRs were excluded from the calculation of this SQM because of negative FOC intervals. This problem was corrected for June 2002 data with the implementation of Defect 1531. A retest was conducted using June 2002 data. BearingPoint found no instances of missing records. Exception 145 was closed.
			BearingPoint identified that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the EDI system and the corresponding RADS Snapshots, for data that goes into the calculation of Ordering SQMs for February 2002 data.

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Test Reference	Evaluation Criteria	Result	Comments
			BearingPoint issued Exception 175.
			BellSouth responded that all but six of the EDI records identified have a sender_code of EDITEST, which is not in the RADS snapshot. These records all had a Company Codes (CC) of 'tst'. All valid Company Codes must contain 4 characters. Therefore, no records with a CC of 'tst' are ever used in the measurements. Even though these records are not used, they still should have been captured within the RADS database. A retest was conducted using June 2002 data. No discrepancies were found between EDI source data and the corresponding RADS snapshot data. BearingPoint closed Exception 175.
			BearingPoint identified that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the LON system and the corresponding RADS Snapshots for data that go into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 176, see PMR4-11-1. Exception 176 is closed.
PMR4-15-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed data to processed data.
			As part of PMAP 2.6 testing, BearingPoint compared metrics source data to reporting data sets. BearingPoint found that BellSouth incorrectly included multiple instances of the same order in NODS. Exception 150 was issued.
			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. BearingPoint reviewed RDUM version 2.2.1 and confirmed that the instructions had been corrected. BearingPoint retested January 2002 data and found that the problem had been resolved. Exception 150 was closed.
			This criterion was then tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.

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Test Reference	Evaluation Criteria	Result	Comments
			BearingPoint found that BellSouth was incorrectly calculating durations for the Ordering: Reject Interval and Ordering: Firm Order Confirmation Timeliness SQMs in the PMAP 2.6 environment. BearingPoint issued Exception 36. BearingPoint conducted a retest using November 2002 data and found no instances of discrepancies. Exception 36 was closed.
			BearingPoint found BellSouth's calculated durations for certain fully mechanized records were inaccurate for June 2002 data. Exception 189 was issued.
			BellSouth responded that BearingPoint was not accounting for OSS downtime when calculating the durations for fully mechanized LSRs, and recommended that BearingPoint re-calculate the durations and apply the appropriate OSS downtime exclusions.
			BearingPoint conducted a retest using June 2002 data and applied the appropriate OSS downtime exclusions. BellSouth was incorrectly calculating durations for certain fully mechanized orders. BearingPoint issued Amended Exception 189.
			BellSouth responded that the incorrect durations values were caused by a defect in the calculation of durations for fully mechanized LEO records. The function does not properly account for the OSS downtime. TestDirector RQ2026 was submitted to correct these problems, and was implemented with September 2002 data.
			Twenty-nine of the LSRs that BearingPoint provided contained incorrect durations because the calculation of durations for WEB records did not use the proper OSS Saturday downtime. TestDirector RQ2113 was submitted to correct this problem, and was implemented with February 2003 data.
			BearingPoint determined that the deviation between the BearingPoint-calculated durations and the BellSouth reported durations at each level of disaggregation was less than 2%. FPSC staff's position is that in most cases, deviations

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Test Reference	Evaluation Criteria	Result	Comments
			of 2% or less at a disaggregated level are not material to the integrity of the measure. BearingPoint closed Exception 189.
-4: Ordering - FOC Timeliness (Trunks)			
PMR4-16-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Not Satisfied	BearingPoint has not determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint found that BellSouth incorrectly excludes data between the RADS and the Datamart stages of the PMAP process that go into the calculation of the Interconnection Trunks for the "Ordering: Firm Order Confirmation Timeliness" SQM for May 2002 data. Exception 191 was issued. BellSouth stated that a fix would be implemented for March 2003 data. BearingPoint believes that the problem identified in Exception 191 will be resolved with the implementation of the fix. Exception 191 remains open.
PMR4-16-2	BellSouth accurately transferred data from unprocessed to processed data.	Not Satisfied	BearingPoint has not determined if BellSouth accurately transferred data from unprocessed to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint found that BellSouth incorrectly excludes data between the RADS and the Datamart stages of the PMAP process that go into the calculation of the Interconnection Trunks for the "Ordering: Firm Order Confirmation Timeliness" SQM for May 2002 data. Exception 191 was issued. BellSouth stated that a fix would be implemented for March 2003 data. BearingPoint believes that the problem identified in Exception 191 will be resolved with the implementation of the fix. Exception 191 remains open.
-4: Ordering – Service Inquiry with Local Service Request (LSR) FOC Response Time			

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Test Reference	Evaluation Criteria	Result	Comments
PMR4-17-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-17-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Ordering – FOC and Reject Response Completeness (Trunks)			
PMR4-18-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Not Satisfied	BearingPoint has not determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint found that BellSouth incorrectly excludes records from the dataset for the "Ordering: Firm Order Confirmation Timeliness and Reject Response Completeness (Trunks)" SQM for January 2003 data. Exception 211 was issued. Exception 211 remains open.
PMR4-18-2	BellSouth accurately transferred data from unprocessed to processed data.	Not Satisfied	BearingPoint has not determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint found that BellSouth incorrectly excludes records from the dataset for the "Ordering: Firm Order Confirmation Timeliness and Reject Response Completeness (Trunks)" SQM for January 2003 data. Exception 211 was issued. Exception 211 remains open.
Ordering - FOC and Reject Response Completeness (Non-Trunks)			
PMR4-19-1	BellSouth excludes appropriate data during the transfer of unprocessed data to	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics

Test Reference	Evaluation Criteria	Result	Comments
	processed data.		environment with the comparison of metrics source data to reporting data sets.
			BearingPoint discovered that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the EDI system and the corresponding RADS Snapshots, for data that goes into the calculation of Ordering SQMs for February 2002 data. As a result, BearingPoint issued Exception 175.
			BellSouth's response to Exception 175 stated that all but six of the EDI records identified have a sender_code of EDITEST, which is not in the RADS snapshot. These records all had a Company Codes (CC) of 'tst'. All valid Company Codes must contain 4 characters. Therefore, no records with a CC of 'tst' are ever used in the measurements. Even though these records are not used, they still should have been captured within the RADS database. A retest was conducted using June 2002 data. No discrepancies were found between EDI source data and the corresponding RADS snapshot data. BearingPoint closed Exception 175.
			BearingPoint found that BellSouth was incorrectly excluding data between the snapshots and the Datamart stages of the PMAP 4.0 process used to calculate xDSL records. Exception 205 was issued.
			BellSouth responded that certain LSRs were excluded from the raw data because they have only an outbound status message in EDI, but no response (FOC, clarification, fatal reject, jeopardy, or completion notice) in COG. TestDirector RQ2185 was entered to address this issue, and was scheduled to be implemented with January 2003 data. Other LSRs were excluded from the raw data because a jeopardy record from COG and a FOC record from EDI data were inappropriately joined, causing the LSR to be excluded. TestDirector RQ2275 was entered to address this issue, and was scheduled to be implemented with March 2003 data. Another LSR was excluded from the raw data because an error occurred during the calculation of the STOP_TIME value. This issue was

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Test Reference	Evaluation Criteria	Result	Comments
			addressed with TestDirector RQ1752, which was to be implemented with March 2003 data.
			BearingPoint retested using January 2003 data and found no discrepancies. Exception 205 was closed.
PMR4-19-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint found that BellSouth was incorrectly excluding data between the snapshots and the Datamart stages of the PMAP 4.0 process used to calculate xDSL records. Exception 205 was issued.
			BellSouth responded that certain LSRs were excluded from the raw data because they have only an outbound status message in EDI, but no response (FOC, clarification, fatal reject, jeopardy, or completion notice) in COG. TestDirector RQ2185 was entered to address this issue, and was scheduled to be implemented with January 2003 data. Other LSRs were excluded from the raw data because a jeopardy record from COG and a FOC record from EDI data were inappropriately joined, causing the LSR to be excluded. TestDirector RQ2275 was entered to address this issue, and was scheduled to be implemented with March 2003 data. Another LSR was excluded from the raw data because an error occurred during the calculation of the STOP_TIME value. This issue was addressed with TestDirector RQ1752, which was to be implemented with March 2003 data.
			BearingPoint retested using January 2003 data and found no discrepancies. Exception 205 was closed.
Ordering - Speed of Answer in Ordering Center			
PMR4-20-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics

Test Reference	Evaluation Criteria	Result	Comments
	processed data.		source data to reporting data sets.
PMR4-20-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Ordering – Local Number Portability (LNP) – Percent Rejected Service Requests			
PMR4-21-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-21-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Ordering – LNP – Reject Interval Distribution & Average Reject Interval			
PMR4-22-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. . BearingPoint identified that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the EDI system and the corresponding RADS Snapshots, for data that goes into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 175. BellSouth's response to Exception 175 stated that all but six of the EDI records identified have a sender_code of EDITEST, which is not in the RADS snapshot. These records all had a Company Codes (CC) of 'tst'. All valid Company Codes must contain 4 characters. Therefore, no records with a CC of 'tst' are ever used in the measurements. Even though these records are not used, they still should have been captured within the RADS database. A retest

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Test Reference	Evaluation Criteria	Result	Comments
			was conducted using June 2002 data. No discrepancies were found between EDI source data and the corresponding RADS snapshot data. BearingPoint closed Exception 175.
			BearingPoint discovered that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the LON system and the corresponding RADS Snapshots for data that go into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 176.
			BellSouth responded that the scripts used to pull the date range criteria for LON_COPY data for February were causing all records after midnight on February 28th to be excluded from the dataset used for calculations. BellSouth stated that this problem was fixed and suggested retesting the LON source system beginning with May 2002 data. BearingPoint conducted a retest using May 2002 data and found the problem had been fixed and there were no instances of missing records. BearingPoint closed Exception 176.
PMR4-22-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint identified that BellSouth's calculated durations for certain non-mechanized records were inaccurate for May 2002 data. Exception 184 was issued.
			BellSouth responded that the ordering code that was used for May 2002 data incorrectly set the outbound fax timestamp to Mountain time instead of setting the xmit_log_copy received time for all LSRs to Central time. TestDirector RQ1531 was introduced to fix this issue, and was implemented with June 2002 data. BearingPoint conducted a retest using June 2002 data and found that BellSouth was incorrectly calculating durations for certain non-mechanized orders. Amended Exception 184 was issued. For June 2002 data, PMAP treated

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Test Reference	Evaluation Criteria	Result	Comments
			all Partial and Non-Mechanized LSRs as if they were processed in a service center located in the Central time zone. To account for LSRs worked in either time zone, BellSouth applied the Eastern opening time and the Central closing time for all Partial and Non-Mechanized LSRs. This issue was addressed with TestDirector RQ 2080, which was implemented with November 2002 data. BearingPoint conducted a retest with November 2002 data. No discrepancies were found. Exception 184 was closed.
			BearingPoint identified that BellSouth's calculated durations for certain fully mechanized records were inaccurate for June 2002 data. Exception 187 was issued.
			BellSouth responded that BearingPoint was not accounting for OSS downtime when calculating the durations for fully mechanized LSRs. BearingPoint conducted a retest using June 2002 data and applied the appropriate downtimes. No discrepancies were found. Exception 187 was closed.
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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint identified that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the EDI system and the corresponding RADS Snapshots, for data that goes into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 175.
			BellSouth's responded that all but six of the EDI records identified have a sender_code of EDITEST, which is not in the RADS snapshot. These records all had a Company Codes (CC) of 'tst'. All valid Company Codes must contain 4 characters. Therefore, no records with a CC of 'tst' are ever used in the measurements. Even though these records are not used, they still

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Test Reference	Evaluation Criteria	Result	Comments
			should have been captured within the RADS database. A retest was conducted using June 2002 data. No discrepancies were found between EDI source data and the corresponding RADS snapshot data. BearingPoint closed Exception 175.
			BearingPoint identified that BellSouth was incorrectly excluding records during the transfer of data between the Legacy extracts for the LON system and the corresponding RADS Snapshots for data that go into the calculation of Ordering SQMs for February 2002 data. BearingPoint issued Exception 176.
			BellSouth responded that the scripts used to pull the date range criteria for LON_COPY data for February were causing all records after midnight on February 28th to be excluded from the dataset used for calculations. BellSouth stated that this problem was fixed and suggested retesting the LON source system beginning with May 2002 data. BearingPoint conducted a retest using May 2002 data and found the problem had been fixed and there were no instances of missing records. BearingPoint closed Exception 176.
PMR4-23-2	BellSouth accurately transferred data from unprocessed to processed data.	Not Satisfied	BearingPoint has not determined if BellSouth accurately transferred data during from unprocessed to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint identified that BellSouth's calculated durations for certain non-mechanized records were inaccurate for May 2002 data. Exception 185 was issued.
			BellSouth responded that the ordering code used for May 2002 data incorrectly set the outbound fax timestamp to Mountain time instead of setting the xmit_log_copy received time for all LSRs to Central time. TestDirector RQ1531 was introduced to fix this issue, and was implemented with June 2002 data. BearingPoint conducted a retest using June 2002 data and found that BellSouth was incorrectly

Test Reference	Evaluation Criteria	Result	Comments
			calculating durations for certain non-mechanized orders. Amended Exception 185 was issued. For June 2002 data, PMAP treated all Partial and Non-Mechanized LSRs as if they were processed in a service center located in the Central time zone. To account for LSRs worked in either time zone, BellSouth applied the Eastern opening time and the Central closing time for all Partial and Non-Mechanized LSRs. This issue was addressed with TestDirector RQ 2080, and was implemented with November 2002 data. BearingPoint conducted a retest with November 2002 data. No discrepancies were found. Exception 185 was closed.
			BearingPoint identified that BellSouth's calculated durations for certain fully mechanized records were inaccurate for June 2002 data. Exception 188 was issued. BellSouth stated that a fix would be implemented for March 2003 data. BearingPoint believes that the problem identified in Exception 188 will be resolved with the implementation of the fix. Exception 188 remains open.
Provisioning - Mean Held Order Interval and Distribution Intervals			
PMR4-24-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint identified that BellSouth's duration calculations were inaccurate for April 2002 data. Exception 194 was issued. BellSouth's response stated that a fix would be implemented with November 2002 data. BearingPoint retested using November 2002 data and found no discrepancies. Exception 194 was closed.
PMR4-24-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics

Test Reference	Evaluation Criteria	Result	Comments
			source data to reporting data sets.
			BearingPoint identified that BellSouth's duration calculations were inaccurate for April 2002 data. Exception 194 was issued.
			BellSouth's response stated that a fix would be implemented with November 2002 data. BearingPoint retested using November 2002 data and found no discrepancies. Exception 194 was closed.
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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint identified that BellSouth's duration calculations were inaccurate for April 2002 data. Exception 194 was issued.
			BellSouth's response stated that a fix would be implemented with November 2002 data. BearingPoint retested using November 2002 data and found no discrepancies. Exception 194 was closed.
PMR4-25-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint identified that BellSouth's duration calculations were inaccurate for April 2002 data. Exception 194 was issued.
			BellSouth's response stated that a fix would be implemented with November 2002 data. BearingPoint retested using November 2002 data and found no discrepancies. Exception 194 was closed.
Provisioning - Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices			
PMR4-26-1	BellSouth excludes appropriate data during the transfer of	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.

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Test Reference	Evaluation Criteria	Result	Comments
	unprocessed data to processed data.		This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-26-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Provisioning - Percent Missed Installation Appointments			
PMR4-27-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-27-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Provisioning - Percent Missed Installation Appointments (Trunks)			
PMR4-28-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-28-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Provisioning - Average Completion Interval / Order Completion Interval Distribution			
PMR4-29-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-29-2	BellSouth accurately transferred data from	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.

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Test Reference	Evaluation Criteria	Result	Comments
	unprocessed to processed data.		unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.

Test Reference	Evaluation Criteria	Result	Comments

Provisioning - Average Completion Notice Interval

Test Reference	Evaluation Criteria	Result	Comments
PMR4-30-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. As part of PMAP 2.6 testing, BearingPoint compared metrics source data to reporting data sets. BearingPoint found that BellSouth incorrectly included multiple instances of the same Service Order Numbers in NODS for June 2001 data. Exception 125 was issued. BellSouth responded that the issue has been resolved starting with August 2001 data. BearingPoint conducted a retest based on November 2001 data and issued Amended Exception 125 when the same issues were discovered. BellSouth responded that the problem had been resolved for December 2001 data. BearingPoint retested using December 2001 data. BearingPoint found that the issue had been resolved. Exception 125 was closed. This criterion was then tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint found that BellSouth was incorrectly excluding data between the snapshots and the Datamart stages of the PMAP 4.0 process for May 2002. Exception 197 was issued. BellSouth responded that the records BearingPoint identified as missing from the Datamarts have a notice date (status of CPX) in May 2002. These records should be in the May NG_V_PR_CNI table. Change Request RQ0530 was scheduled to be implemented with February 2003 data. BearingPoint determined that the deviation between the BearingPoint-calculated durations

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Test Reference	Evaluation Criteria	Result	Comments
			and the BellSouth reported durations at each level of disaggregation was less than 2%. FPSC staff's position is that in most cases, deviations of 2% or less at a disaggregated level are not material to the integrity of the measure. BearingPoint closed Exception 197.
PMR4-30-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint identified that the datasets used to produce SQM reports for April 2002 were incorrect. Exception 200 was issued. BellSouth's response stated that a fix would be implemented with November 2002 data. BearingPoint retested using November 2002 data and found no discrepancies. Exception 200 was closed.
PMR4-31-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint identified that the datasets used to produce SQM reports for April 2002 were incorrect. Exception 200 was issued. BellSouth's response stated that a fix would be implemented with November 2002 data. BearingPoint retested using November 2002 data and found no discrepancies. Exception 200 was closed.
Provisioning - Coordinated Customer Conversions (CCC)			

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Test Reference	Evaluation Criteria	Result	Comments
PMR4-32-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-32-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-33-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Provisioning – CCC Average Recovery Time			
PMR4-34-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-34-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.

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Test Reference	Evaluation Criteria	Result	Comments
PMR4-35-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-36-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-37-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint identified that BellSouth's values for the Completion Date field for some records had changed during the transfer of data between the Legacy extracts and the RADS snapshot data for the Work Force Administration - Provisioning (WFAP) system for data used in the calculation of certain Provisioning related SQMs. Exception 174 was issued. BellSouth responded that it was possible for data to have been updated between the last date of the data feed tested and the end of the month when the RADS snapshot was taken, and that due dates may have been altered for various reasons. In

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Test Reference	Evaluation Criteria	Result	Comments
			the case of the WFAP system, the DDCOMP field was altered in 10 out of the 12 records by a service technician either in the field or a center. For the other two records, the WFA completion date was overwritten by SOCS when the system completed the order. BearingPoint requested further clarification on the circumstances under which completion dates could be changed and whether the DDCOMP field referred to a due date or completion date. BellSouth provided a response regarding the circumstances under which the completion date could change and confirmed that the DDCOMP field was a completion date. BearingPoint reviewed BellSouth's clarification response and was satisfied that the reasons cited were sufficient to address the issue raised. Exception 174 was closed.
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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-38-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Provisioning - Total Service Order Cycle Time		
PMR4-39-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Not Applicable	BearingPoint has not determined if BellSouth accurately transferred date from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint identified that BellSouth's duration calculations were inaccurate for April 2002 data. Exception 202 was issued. BellSouth stated that a fix would be implemented for March 2003 data. As the "Provisioning: Total Service Order Cycle Time"

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Test Reference	Evaluation Criteria	Result	Comments
			SQM will be deleted from the Florida Permanent Metrics, Exception 202 is no longer within test scope. Exception 202 was closed.
PMR4-39-2	BellSouth accurately transferred data from unprocessed to processed data.	Not Applicable	BearingPoint has not determined if BellSouth accurately transferred date from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint identified that BellSouth's duration calculations were inaccurate for April 2002 data. Exception 202 was issued. BellSouth stated that a fix would be implemented for March 2003 data. As the "Provisioning: Total Service Order Cycle Time" SQM will be deleted from the Florida Permanent Metrics, Exception 202 is no longer within test scope. Exception 202 was closed.
Provisioning – Service Order Accuracy			
PMR4-40-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-40-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Provisioning – LNP – Percent Missed Installation Appointments			
PMR4-41-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-41-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics

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Test Reference	Evaluation Criteria	Result	Comments
			source data to reporting data sets.
Provisioning – LNP – Average Disconnect Timeliness			
PMR4-42-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR-4-42-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Provisioning – LNP - Total Service Order Cycle Time			
PMR4-43-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Not Applicable	BearingPoint has not determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint identified that BellSouth's duration calculations were inaccurate for May 2002 data. Exception 199 was issued. BellSouth stated that a fix would be implemented for March 2003 data. As the "Provisioning: LNP - Total Service Order Cycle Time" SQM will be deleted from the Florida Permanent Metrics, Exception 199 is no longer within test scope. Exception 199 was closed.
PMR4-43-2	BellSouth accurately transferred data from unprocessed to processed data.	Not Applicable	BearingPoint has not determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint identified that BellSouth's duration calculations were inaccurate for May 2002 data. Exception 199 was issued. BellSouth stated that a fix would be implemented for March 2003 data. As the "Provisioning: LNP - Total Service Order Cycle

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Test Reference	Evaluation Criteria	Result	Comments
			Time" SQM will be deleted from the Florida Permanent Metrics, Exception 202 is no longer within test scope. Exception 199 was closed.
Maintenance and Repair – Missed Repair Appointments			
PMR4-44-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-44-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Maintenance and Repair – Customer Trouble Report Rate			
PMR4-45-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-45-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Maintenance and Repair – Maintenance Average Duration			
PMR4-46-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets. BearingPoint identified that BellSouth was incorrectly excluding data between the snapshots and the Datamart stages of the PMAP 4.0 process. Exception 198 was issued. BellSouth responded that a number of tickets have an invalid Wire Frame Code; therefore a wire center could not be identified. BellSouth has entered RQ1176, implemented with

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Test Reference	Evaluation Criteria	Result	Comments
			September 2002 data, to create a new Wire Frame Code lookup table to better handle this type lookup. Some tickets were excluded because the Main Account Number (MAN) field did not contain a U or a C. Without the MAN field correctly populated the record cannot be identified as either a BellSouth or ALEC customer. BellSouth is currently conducting a Loop Maintenance Operations Systems (LMOS) cleanup process that will identify whether the ticket is for a BellSouth or ALEC customer. This effort was completed beginning with August 2002 data. Other tickets were excluded because they were duplicate records. RQ2054 was entered to address this issue, and was implemented with February 2003 data.
			BearingPoint conducted a retest using January 2003 data and found no instances of missing records. Exception 198 was closed.
PMR4-46-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
			BearingPoint identified that BellSouth was incorrectly excluding data between the snapshots and the Datamart stages of the PMAP 4.0 process. Exception 198 was issued.
			BellSouth responded that a number of tickets have an invalid Wire Frame Code; therefore a wire center could not be identified. BellSouth has entered RQ1176, implemented with September 2002 data, to create a new Wire Frame Code lookup table to better handle this type lookup. Some tickets were excluded because the Main Account Number (MAN) field did not contain a U or a C. Without the MAN field correctly populated the record cannot be identified as either a BellSouth or ALEC customer. BellSouth is currently conducting a LMOS cleanup process that will identify whether the ticket is for a BellSouth or ALEC customer. This effort was completed beginning with August 2002 data. Other tickets were

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Test Reference	Evaluation Criteria	Result	Comments
			excluded because they were duplicate records. RQ2054 was entered to address this issue, and was implemented with February 2003 data. BearingPoint conducted a retest using January 2003 data and found no instances of missing records. Exception 198 was closed.
	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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-47-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
	Maintenance and Repair - Out of Service > 24 hours		
PMR4-48-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-48-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
	Maintenance and Repair – Average Answer Time – Repair Centers		
PMR4-49-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-49-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics

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Test Reference	Evaluation Criteria	Result	Comments
			source data to reporting data sets.
Maintenance and Repair – Mean Time to Notify CLEC of Network Outages			
PMR4-50-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-50-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Billing – Invoice Accuracy			
PMR4-51-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-51-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Billing – Mean Time to Deliver Invoices			
PMR4-52-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-52-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Billing – Usage Data Delivery Accuracy			
PMR4-53-1	BellSouth excludes appropriate data during the transfer of	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.

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Test Reference	Evaluation Criteria	Result	Comments
	the transfer of unprocessed data to processed data.		This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-53-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Billing – Usage Data Delivery Completeness		
PMR4-54-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-54-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Billing – Usage Data Delivery Timeliness		
PMR4-55-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-55-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Billing – Mean Time to Deliver Usage		
PMR4-56-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-56-2	BellSouth accurately transferred data from	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.

Test Reference	Evaluation Criteria	Result	Comments
	unprocessed to processed data.		unprocessed to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Billing – Recurring Charge Completeness		
PMR4-57-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-57-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
	Billing – Non-Recurring Charge Completeness		
PMR4-58-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-58-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
	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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR-4-59-2	BellSouth does not inappropriately add data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.
			This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.

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Test Reference	Evaluation Criteria	Result	Comments
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 processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-60-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-61-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-62-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Database Update Information – Average Database Update Interval
PMR4-63-1	BellSouth excludes appropriate data during the transfer of	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.

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Test Reference	Evaluation Criteria	Result	Comments
	unprocessed data to processed data.		This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-63-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Database Update Information – Percent Database Update Accuracy			
PMR4-64-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-64-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
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.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-65-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
E911 – Timeliness			
PMR4-66-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-66-2	BellSouth accurately transferred data from	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.

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Test Reference	Evaluation Criteria	Result	Comments
	unprocessed to processed data.		unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
E911 – Accuracy			
PMR4-67-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-67-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
E911 – Mean Interval			
PMR4-68-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-68-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Trunk Group Performance – Trunk Group Performance – Aggregate			
PMR4-69-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-69-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.

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Test Reference	Evaluation Criteria	Result	Comments
Trunk Group Performance – CLEC Specific			
PMR4-70-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-70-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Collocation – Average Response Time			
PMR4-71-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-71-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Collocation – Average Arrangement Time			
PMR4-72-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-72-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Collocation – Percent of Due Dates Missed			
PMR4-73-1	BellSouth excludes appropriate data during the transfer of unprocessed data to	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics

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Test Reference	Evaluation Criteria	Result	Comments
	processed data.		environment with the comparison of metrics source data to reporting data sets.
PMR4-73-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Change Management – Timeliness of Change Management Notices			
PMR4-74-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-74-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Change Management – Change Management Notice Average Delay Days			
PMR4-75-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-75-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Change Management – Timeliness of Documents Associated With Change			
PMR4-76-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-76-2	BellSouth accurately transferred data from unprocessed to processed	Satisfied	BellSouth accurately transferred data from unprocessed to processed data.

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Test Reference	Evaluation Criteria	Result	Comments
	data.		This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Change Management – Average Delay Days for Documentation			
PMR4-77-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-77-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Change Management – Notification of CLEC Interface Outages			
PMR4-78-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-78-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
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 unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-79-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
Bona Fide/New Business Request – Percentage of Quotes Provided for Authorized BFR/NBR Requested			

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Test Reference	Evaluation Criteria	Result	Comments
Process Within X (10, 30, 60) Business Days				
PMR4-80-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Satisfied	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.
PMR4-80-2	BellSouth accurately transferred data from unprocessed to processed data.	Satisfied	BellSouth accurately transferred data from unprocessed to processed data. This criterion was tested in the PMAP 4.0 environment with the comparison of metrics source data to reporting data sets.

5.0   Parity Evaluation

A parity evaluation was not required for this test.

6.0   Final Summary

There were 160 evaluation criteria considered for the Metrics Data Integrity Verification and Validation Review (PMR4) test. One Hundred and Forty-Seven (147) evaluation criteria have received a satisfied result. Nine (9) evaluation criteria have received a not satisfied result. Four evaluation criteria are not applicable to the PMR4 test.

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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, PSC-01-1428-PAA-TL, which approved the Florida Interim Performance Metrics, Version 3.00, identified the specific performance measures to be included in the review. The Metrics Calculations Verification and Validation Review (PMR5) also evaluated the metrics reports produced by BellSouth. The BellSouth reported metrics values were validated by recalculating Alternate Local Exchange Carriers (ALEC) aggregate metrics and BellSouth retail analogs from raw data provided by BellSouth. The test used both data collected by BearingPoint 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 ensure the BellSouth Service Quality Measurements (SQM) ordered by the FPSC were consistent with the procedures used by BellSouth for calculating metrics. The review also examined BellSouth's monthly SQM reports to determine if BellSouth reported all metrics and standards in accordance with the requirements defined in the SQMs. Three months of replication were required.

BearingPoint based its evaluations on BellSouth computational instructions and on raw data provided by BellSouth or raw data extracted from BellSouth systems within the Performance Measurement Analysis Platform (PMAP) 2.6 and 4.0 environments during the period from May 2000 to March 2003. When the Performance Metrics testing began, PMAP 2.6 was the operating environment used to produce the SQM Performance Metrics. In June 2002, PMAP 2.6 was replaced with PMAP 4.0, a significant metrics systems upgrade, to provide a more efficient, robust processing environment and to alleviate the potential of system crashes caused by an outdated, older processing environment.

Based on the number of months validated in the PMAP 2.6 environment, the FPSC directed the number of months required for testing in the PMAP 4.0 environment. If no months were validated in the PMAP 2.6 environment, three months were validated in the PMAP 4.0 environment. If one month was validated in the PMAP 2.6 environment, two months were validated in the PMAP 4.0 environment. If two months were validated in the PMAP 2.6 environment, one month was validated in the PMAP 4.0 environment. If three months were validated in the PMAP 2.6 environment, one month was validated in the PMAP 4.0 environment.

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

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BellSouth produces monthly SQM Reports that provide performance measurement results. 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; 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 PMAP to calculate many of the SQM values. For the remaining SQMs, BellSouth employs a variety of smaller, special-purpose tools, such as spreadsheets. SQM values, including those calculated outside of the PMAP system, are reported each month on BellSouth's PMAP website. BellSouth allows ALECs to download their SQM values and corresponding raw data in order to validate reports 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 available 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;
- ♦ Ordering;
- ♦ Provisioning;
- ♦ Maintenance and Repair;
- ♦ Billing;
- ♦ Operator Services (OS) / Directory Assistance (DA);
- ♦ Database Update Information;
- ♦ E911;
- ♦ Trunk Group Performance;
- ♦ Collocation;

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♦ Change Management and

♦ Bona Fide/New Business Request.

3.3 Data Sources

The sources of data for this test included the following primary documents:

♦ FPSC Order No. PSC-01-1428-PAA-TL;

♦ Raw Data User Manuals (RDUM);

   ♦ RDUM 4.0.09 June 5, 2002;

   ♦ RDUM Re-Release 4.09B June 18, 2002;

   ♦ RDUM 4.1 June 28, 2002;

   ♦ RDUM 4.1.1B July 30, 2002;

   ♦ RDUM 4.1.2 August 20, 2002;

   ♦ RDUM 4.1.2B August 30, 2002;

   ♦ RDUM 4.1.3B September 30, 2002;

   ♦ RDUM 4.2.09B October 30, 2002;

   ♦ RDUM 4.2.11 December 20, 2002;

   ♦ RDUM 4.2.12 January 20, 2003;

♦ PMAP Monthly Reports;

♦ Months used corresponds to months matched;

♦ Service Quality Measurement (SQM) (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 Calculations Verification and Validation Review (PMR5) was conducted in two steps. First, BearingPoint calculated SQMs using the raw data provided by BellSouth using the BellSouth supplied instructions. Second, BearingPoint compared the values it calculated, by level of disaggregation, to the SQM values reported by BellSouth on the PMAP website. Through this two-step process, BearingPoint was able to assess the accuracy and completeness of supplied instructions and the reported performance measures at the proscribed disaggregation levels.

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BearingPoint downloaded each month's ALEC Aggregate / BellSouth retail reports. Upon request, BellSouth provided BearingPoint with raw data files that were not available on the PMAP website via email or CD.

For calculation purposes, BearingPoint developed its own computer codes based on the SQM guidelines and the instructions provided by BellSouth to generate BearingPoint-calculated values. Upon completing its calculations of the SQMs for the test months, BearingPoint 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 were raised, BearingPoint, with FPSC oversight, conducted additional discussions with BellSouth.

4.0   Results

This section contains the overall test results.

4.1   Results Summary

The number of exceptions and observations issued during Metrics Calculations Verification and Validation Review (PMR5) testing 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	34	67
Total Disposed as of Final Report Date	34	67
Total Open as of Final Report Date	0	0

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.	Satisfied	BellSouth's Average Response Time and Response Interval (Pre-Ordering/Ordering) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for November 2000, February 2001, and May 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were

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Test Reference	Evaluation Criteria	Result	Comments
			2002 data and found that the reports were complete and disaggregated correctly.
PMR5-1-2	BearingPoint-calculated Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth's reported Average Response Time and Response Interval (Pre-Ordering/Ordering) values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for November 2000, February 2001, and May 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-1-3	BellSouth's implemented calculations are consistent with the documented calculations for the Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-1-4	BellSouth's implemented exclusions are consistent with the documented exclusions for the Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
OSS - Interface Availability (Pre-Ordering/Ordering)			
PMR5-1-5	BellSouth's Interface Availability (Pre-Ordering/Ordering) reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Interface Availability (Pre-Ordering/Ordering) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for November 2000, February 2001, and May 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-1-6	BearingPoint-calculated Interface Availability	Satisfied	BellSouth-reported Interface Availability (Pre-Ordering/Ordering) values matched

Test Reference	Evaluation Criteria	Result	Comments
	(Pre-Ordering/Ordering) SQM values agree with BellSouth-reported SQM values.		BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for November 2000, February 2001, and May 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-1-7	BellSouth's implemented calculations are consistent with the documented calculations for the Interface Availability (Pre-Ordering/Ordering) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Interface Availability (Pre-Ordering/ Ordering) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-1-8	BellSouth's implemented exclusions are consistent with the documented exclusions for the Interface Availability (Pre-Ordering/Ordering) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Interface Availability (Pre-Ordering/ Ordering) SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
OSS - Interface Availability (Maintenance and Repair)			
PMR5-1-9	BellSouth's Interface Availability (Maintenance and Repair) reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Interface Availability (Maintenance and Repair) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for November 2000, February 2001, and May 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-1-10	BearingPoint-calculated Interface Availability (Maintenance and Repair) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Interface Availability (Maintenance and Repair) values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for November 2000, February 2001, and May 2001 and PMAP 4.0 values for May 2002 data and

Test Reference	Evaluation Criteria	Result	Comments
			compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-1-11	BellSouth's implemented calculations are consistent with the documented calculations for the Interface Availability (Maintenance and Repair) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Interface Availability (Maintenance and Repair) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-1-12	BellSouth's implemented exclusions are consistent with the documented exclusions for the Interface Availability (Maintenance and Repair) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Interface Availability (Maintenance and Repair) SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
OSS - Response Interval (Maintenance and Repair)			
PMR5-1-13	BellSouth's Response Interval (Maintenance and Repair) reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Response Interval (Maintenance and Repair) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for November 2000, February 2001, and May 2001 and PMAP 4.0 reports for June 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-1-14	BearingPoint-calculated Response Interval (Maintenance and Repair) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Response Interval (Maintenance and Repair) values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for November 2000, February 2001, and May 2001 and PMAP 4.0 values for June 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-1-15	BellSouth's implemented calculations are consistent	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for

Test Reference	Evaluation Criteria	Result	Comments
	calculations are consistent with the documented calculations for the Response Interval (Maintenance and Repair) SQM.		consistent with the documented calculations for the Response Interval (Maintenance and Repair) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-1-16	BellSouth's implemented exclusions are consistent with the documented exclusions for the Response Interval (Maintenance and Repair) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Response Interval (Maintenance and Repair) SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
OSS - Loop Makeup – Response Time – Manual
PMR5-1-17	BellSouth's Loop Makeup – Response Time – Manual reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Loop Makeup – Response Time – Manual reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2001, August 2001, and November 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-1-18	BearingPoint- calculated Loop Makeup – Response Time – Manual SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Loop Makeup – Response Time – Manual SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2001, August 2001, and November 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-1-19	BellSouth's implemented calculations are consistent with the documented calculations for the Loop Makeup – Response Time – Manual SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Loop Makeup – Response Time – Manual SQM. BearingPoint reviewed BellSouth's

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Test Reference	Evaluation Criteria	Result	Comments
	– Manual SQM.		computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-1-20	BellSouth's implemented exclusions are consistent with the documented exclusions for the BellSouth's Loop Makeup – Response Time – Manual SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Loop Makeup – Response Time – Manual SQM.

BearingPoint reviewed the PMAP 2.6 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.

BearingPoint found that BellSouth's documented and implemented exclusions were inconsistent. BearingPoint 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. BearingPoint reviewed the red-line SQM and confirmed BellSouth's documented and implemented exclusions were consistent. BearingPoint confirmed the red-line SQM changes were posted to BellSouth's PMAP website. Exception 115 was closed.

BearingPoint reviewed BellSouth's documented exclusions for the PMAP 4.0 environment and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM. |
| OSS - Loop Makeup Response Time – Electronic | | |
| PMR5-1-21 | BellSouth's Loop Makeup Response Time- Electronic reports are disaggregated correctly and are complete. | Satisfied | BellSouth's Loop Makeup – Response Time – Electronic reports were disaggregated correctly and were complete.

BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2001, June 2001, and July 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and |

Test Reference	Evaluation Criteria	Result	Comments
			disaggregated correctly.
PMR5-1-22	BearingPoint-calculated Loop Makeup Response Time - Electronic SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Loop Makeup – Response Time – Electronic SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2001, June 2001, and July 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-1-23	BellSouth's implemented calculations are consistent with the documented calculations for the Loop Makeup Response Time-Electronic SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Loop Makeup – Response Time – Electronic SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-1-24	BellSouth's implemented exclusions are consistent with the documented exclusions for the Loop Makeup Response Time-Electronic SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Loop Makeup – Response Time – Electronic SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Ordering - Acknowledgement Message Timeliness			
PMR5-2-1	BellSouth's Acknowledgement Message Timeliness reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Acknowledgement Message Timeliness reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for February 2002 and March 2002 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-2-2	BearingPoint-calculated Acknowledgement Message Timeliness SQM values agree with	Satisfied	BellSouth-reported Acknowledgement Message Timeliness SQM values matched BearingPoint-calculated values.

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Test Reference	Evaluation Criteria	Result	Comments
	values agree with BellSouth-reported SQM values.		BearingPoint calculated PMAP 2.6 values for this SQM and found that BearingPoint-calculated values and BellSouth-reported values for this SQM did not agree. BearingPoint issued Exception 109. BellSouth implemented coding changes to fix the calculation of the interval buckets. BearingPoint retested using November 2001 data 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. BearingPoint retested using February 2002 data and was able to match all values. Exception 109 was closed. BearingPoint calculated PMAP 2.6 values for February 2002 and March 2002 data and compared them to BellSouth-reported values. All values matched. After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BearingPoint issued Exception 173. BellSouth's response stated that the appropriate Operating Company Numbers (OCN) were not included in the raw data files for April 2002 data. A fix was issued to address missing OCN issues related to this measure. The fix was implemented for May 2002 data. BearingPoint retested using May 2002 data and successfully replicated all values. Exception 173 was closed.
PMR5-2-3	BellSouth's implemented calculations are consistent with the documented calculations for the Acknowledgement Message Timeliness SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Acknowledgement Message Timeliness SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-4	BellSouth's implemented exclusions are consistent	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for

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Test Reference	Evaluation Criteria	Result	Comments
	exclusions are consistent with the documented exclusions for the Acknowledgement Message Timeliness SQM.		consistent with the documented exclusions for the Acknowledgement Message Timeliness SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Ordering - Acknowledgement Message Completeness		
PMR5-2-5	BellSouth's Acknowledgement Message Completeness reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Acknowledgement Message Completeness reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2001 and September 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-2-6	BearingPoint-calculated Acknowledgement Message Completeness SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Acknowledgement Message Completeness SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2001 and September 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-7	BellSouth's implemented calculations are consistent with the documented calculations for the Acknowledgement Message Completeness SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Acknowledgement Message Completeness SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-8	BellSouth's implemented exclusions are consistent with the documented exclusions for the Acknowledgement Message Completeness SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Acknowledgement Message Completeness SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6

Test Reference	Evaluation Criteria	Result	Comments
	SQM.		and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
*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.	Satisfied	BellSouth's Percent Flow Through Service Requests (Summary) reports were disaggregated correctly and were complete. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed the levels of disaggregation in BellSouth's April, May, and June 2002 reports and found that the reports were complete and disaggregated correctly.
PMR5-2-10	BearingPoint-calculated Percent Flow Through Service Requests (Summary) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Flow Through Service Requests (Summary) SQM values matched BearingPoint-calculated values. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint calculated values for April, May, and June 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-11	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Flow Through Service Requests (Summary) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Flow Through Service Requests (Summary) SQM. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's computation instructions for the PMAP 4.0 environment and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-12	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Flow Through Service	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent Flow Through Service Requests (Summary) SQM.

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Test Reference	Evaluation Criteria	Result	Comments
	Requests (Summary) SQM.		No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's documented exclusions for the PMAP 4.0 environment and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Percent Flow Through Service Requests (Detail) reports were disaggregated correctly and were complete. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed the levels of disaggregation in BellSouth's April, May, and June 2002 reports and found that the reports were complete and disaggregated correctly.
PMR5-2-14	BearingPoint-calculated BellSouth's Percent Flow Through Service Requests (Detail) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Flow Through Service Requests (Detail) SQM values matched BearingPoint-calculated values. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint calculated values for April, May, and June 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-15	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Flow Through Service Requests (Detail) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Flow Through Service Requests (Detail) SQM. No testing was completed in the PMAP 2.6 environment. BearingPoint reviewed BellSouth's computation instructions for the PMAP 4.0 environment and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.

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Test Reference	Evaluation Criteria	Result	Comments
PMR5-2-16	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Flow Through Service Requests (Detail) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent Flow Through Service Requests (Detail) SQM. No testing was completed in the PMAP 2.6 environment. BearingPoint reviewed BellSouth's documented exclusions for the PMAP 4.0 environment and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Percent Rejected Service Requests (Non-Trunks) reports were disaggregated correctly and were complete. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed the levels of disaggregation in BellSouth's May, August and September 2002 reports and found that the reports were complete and disaggregated correctly.
PMR5-2-18	BearingPoint-calculated Percent Rejected Service Requests (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Rejected Service Requests (Non-Trunks) SQM values matched BearingPoint-calculated values. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint calculated values for May, August and September 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-19	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Rejected Service Requests (Non-Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Rejected Service Requests (Non-Trunks) SQM. No testing was completed in the PMAP 2.6 environment.

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Test Reference	Evaluation Criteria	Result	Comments
			After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's computation instructions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-20	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Rejected Service Requests (Non-Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent Rejected Service Requests (Non-Trunks) SQM. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
	Ordering - Percent Rejected Service Requests (Trunks)		
PMR5-2-21	BellSouth's Percent Rejected Service Requests (Trunks) reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Percent Rejected Service Requests (Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2000, January 2001, and July 2001 and PMAP 4.0 reports for June 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-2-22	BearingPoint-calculated Percent Rejected Service Requests (Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Rejected Service Requests (Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, January 2001, and July 2001 and PMAP 4.0 values for June 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-23	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Rejected Service Requests (Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Rejected Service Requests (Trunks) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP

Test Reference	Evaluation Criteria	Result	Comments
			2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-24	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Rejected Service Requests (Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent Rejected Service Requests (Trunks) SQM.
			BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Ordering – Reject Interval (Non-Trunks)			
PMR5-2-25	BellSouth's Reject Interval (Non-Trunks) reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Reject Interval (Non-Trunks) reports were disaggregated correctly and were complete.
			BearingPoint reviewed BellSouth's reported levels of disaggregation and the FPSC-ordered benchmarks in PMAP 2.6 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. BearingPoint 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. Exception 15 was closed.
			No testing was completed in the PMAP 2.6 environment.
			After the implementation of PMAP 4.0, BearingPoint reviewed the levels of

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Test Reference	Evaluation Criteria	Result	Comments
			disaggregation in BellSouth's October, November, and December 2002 reports and found that the reports were complete and disaggregated correctly.
PMR5-2-26	BearingPoint-calculated Reject Interval (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Reject Interval (Non-Trunks) SQM values matched BearingPoint-calculated values.

No testing was completed in the PMAP 2.6 environment.

After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint values and BellSouth-reported values for this SQM did not agree. BearingPoint issued Exception 182.

BellSouth's response stated that BearingPoint was unable to replicate BellSouth's reported values because of time bucket issues. BellSouth stated that the discrepancies were due to coding issues and a test director fix was required.

BearingPoint found replication problems during the May 2002 retest, and issued Amended Exception 182. BellSouth's response to Amended Exception 182, BellSouth stated that the discrepancies were due to coding issues and a test director fix was scheduled for October 2002 data.

BearingPoint retested using October 2002 data and successfully replicated all values. Exception 182 was closed.

BearingPoint calculated values for October, November, and December 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM. |
| PMR5-2-27 | BellSouth's implemented calculations are consistent with the documented calculations for the Reject Interval (Non-Trunks) SQM. | Satisfied | BellSouth's implemented calculations were consistent with the documented calculations for the Reject Interval (Non-Trunks) SQM. .

No testing was completed in the PMAP 2.6 environment.

After the implementation of PMAP 4.0, |

Test Reference	Evaluation Criteria	Result	Comments
			BearingPoint reviewed BellSouth's computation instructions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-28	BellSouth's implemented exclusions are consistent with the documented exclusions for the Reject Interval (Non-Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Reject Interval (Non-Trunks) SQM. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
	Ordering – Reject Interval (Trunks)		
PMR5-2-29	BellSouth's Reject Interval (Trunks) reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Reject Interval (Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed BellSouth's reported levels of disaggregation and the FPSC-ordered benchmarks in PMAP 2.6 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. BearingPoint 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. Exception 15 was closed. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6

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Test Reference	Evaluation Criteria	Result	Comments
			reports for May 2000, March 2001, and July 2001 and PMAP 4.0 reports for June 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-2-30	BearingPoint-calculated Reject Interval (Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Reject Interval (Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, March 2001, and July 2001 data and PMAP 4.0 values for June 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-31	BellSouth's implemented calculations are consistent with the documented calculations for the Reject Interval (Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Reject Interval (Trunks) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-32	BellSouth's implemented exclusions are consistent with the documented exclusions for the Reject Interval (Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Reject Interval (Trunks) SQM. BearingPoint reviewed the computation instructions for this SQM in PMAP 2.6 and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. BearingPoint found that BellSouth's documented and implemented exclusions were inconsistent. BearingPoint 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. BearingPoint found that the proposed changes were still inconsistent and issued Amended Exception 56. BellSouth provided a second red-line SQM. BearingPoint reviewed the red-line SQM and found that BellSouth's

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Test Reference	Evaluation Criteria	Result	Comments
			documented and implemented exclusions were consistent. BearingPoint confirmed the appropriate changes were posted to BellSouth's PMAP website. Exception 56 was closed.
			After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Firm Order Confirmation Timeliness (Non-Trunks) reports were disaggregated correctly and were complete.
			BearingPoint reviewed BellSouth's reported levels of disaggregation and the FPSC-ordered benchmarks in PMAP 2.6 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. BearingPoint 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. Exception 15 was closed.
			Due to issues prior to the implementation of PMAP 4.0, no testing was undertaken in the PMAP 2.6 environment.
			After the implementation of PMAP 4.0, BearingPoint reviewed the levels of disaggregation in BellSouth's May, June and July 2002 reports and found that the reports were complete and disaggregated correctly.

Test Reference	Evaluation Criteria	Result	Comments
PMR5-2-34	BearingPoint-calculated Firm Order Confirmation Timeliness (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Firm Order Confirmation Timeliness (Non-Trunks) SQM values matched BearingPoint-calculated values. Due to issues prior to the implementation of PMAP 4.0, no testing was undertaken in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint calculated values for May, June, and July 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-35	BellSouth's implemented calculations are consistent with the documented calculations for the Firm Order Confirmation Timeliness (Non-Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Firm Order Confirmation Timeliness (Non-Trunks) SQM. Due to issues prior to the implementation of PMAP 4.0, no testing was undertaken in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's computation instructions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-36	BellSouth's implemented exclusions are consistent with the documented exclusions for the Firm Order Confirmation Timeliness (Non-Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Firm Order Confirmation Timeliness (Non-Trunks) SQM. Due to issues prior to the implementation of PMAP 4.0, no testing was undertaken in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's computation instructions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Ordering - Firm Order Confirmation Timeliness (Trunks)			
PMR5-2-37	BellSouth's Firm Order Confirmation Timeliness (Trunks) reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Firm Order Confirmation Timeliness (Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6

Test Reference	Evaluation Criteria	Result	Comments
			reports for May 2000, December 2001, and January 2002 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-2-38	BearingPoint-calculated Firm Order Confirmation Timeliness (Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Firm Order Confirmation Timeliness (Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, December 2001, and January 2002 data and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-39	BellSouth's implemented calculations are consistent with the documented calculations for the Firm Order Confirmation Timeliness (Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Firm Order Confirmation Timeliness (Trunks) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR-5-2-40	BellSouth's implemented exclusions are consistent with the documented exclusions for the Firm Order Confirmation Timeliness (Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Firm Order Confirmation Timeliness (Trunks) SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Ordering – Service Inquiry with Local Service Request (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.	Satisfied	BellSouth's Service Inquiry with LSR FOC Response Time Manual reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for November 2001, December 2001, and January 2002 and PMAP 4.0 reports for August 2002 data and found that the reports were complete and disaggregated correctly.

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Test Reference	Evaluation Criteria	Result	Comments
			were complete and disaggregated correctly.
PMR5-2-42	BearingPoint-calculated Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Service Inquiry with LSR FOC Response Time Manual SQM values matched BearingPoint-calculated values.

BearingPoint calculated PMAP 2.6 values for November 2001, December 2001, and January 2002 data and compared them to BellSouth-reported values. All values matched.

After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BearingPoint issued Exception 181.

BellSouth's response stated that BearingPoint was unable to replicate BellSouth's reported values for the "Ordering: Service Inquiry with LSRFOC Response Time Manual" SQM and that coding changes would be implemented to address the interval label bucket issue associated with this measure. The fix was scheduled for August 2002 data. BearingPoint retested using August 2002 data and successfully replicated all values. Exception 181 was closed.

BearingPoint calculated values for August 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM. |
| PMR5-2-43 | BellSouth's implemented calculations are consistent with the documented calculations for the Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual SQM. | Satisfied | BellSouth's implemented calculations were consistent with the documented calculations for the Service Inquiry with LSR FOC Response Time Manual SQM.

BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM. |
| PMR5-2-44 | BellSouth's implemented exclusions are consistent with the documented exclusions for the Service Inquiry with LSR Firm Order Confirmation | Satisfied | BellSouth's implemented exclusions were consistent with the documented exclusions for the Service Inquiry with LSR FOC Response Time Manual SQM.

BearingPoint reviewed BellSouth's |

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Test Reference	Evaluation Criteria	Result	Comments
	Order Confirmation (FOC) Response Time Manual SQM.		documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Ordering – Firm Order Confirmation (FOC) 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.	Satisfied	BellSouth's FOC and Reject Response Completeness (Non-Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for November 2001 and December 2001 and PMAP 4.0 reports for July 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-2-46	BearingPoint-calculated Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported FOC and Reject Response Completeness (Non-Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for November 2001 and December 2001 and PMAP 4.0 values for July 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-47	BellSouth's implemented calculations are consistent with the documented calculations for Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the FOC and Reject Response Completeness (Non-Trunks) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-48	BellSouth's implemented exclusions are consistent with the documented exclusions for the Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the FOC and Reject Response Completeness (Non-Trunks) SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.

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Test Reference	Evaluation Criteria	Result	Comments
Ordering – Firm Order Confirmation (FOC) 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.	Satisfied	BellSouth's FOC and Reject Response Completeness (Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for July 2001, August 2001, and September 2001 and PMAP 4.0 reports for July 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-2-50	BearingPoint-calculated Firm Order Confirmation and Reject Response Completeness (Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported FOC and Reject Response Completeness (Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for July 2001, August 2001, and September 2001 and PMAP 4.0 values for July 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-51	BellSouth's implemented calculations are consistent with the documented calculations for the Firm Order Confirmation and Reject Response Completeness (Trunks) SQM.	Satisfied	BearingPoint validated that BellSouth's implemented calculations were consistent with the documented calculations for the FOC and Reject Response Completeness (Trunks) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-52	BellSouth's implemented exclusions are consistent with the documented exclusions for the Firm Order Confirmation and Reject Response Completeness (Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the FOC and Reject Response Completeness (Trunks) SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Ordering - Speed of Answer in Ordering Center			
PMR5-2-53	BellSouth's Speed of Answer in Ordering Center reports are disaggregated correctly	Satisfied	BellSouth's Speed of Answer in Ordering Center reports were disaggregated correctly and were complete.

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Test Reference	Evaluation Criteria	Result	Comments
	disaggregated correctly and are complete.		BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for March 2001, May 2001, and July 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-2-54	BearingPoint-calculated Speed of Answer in Ordering Center SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Speed of Answer in Ordering Center SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for March 2001, May 2001, and July 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-55	BellSouth's implemented calculations are consistent with the documented calculations for the Speed of Answer in Ordering Center SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for Speed of Answer in Ordering Center SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-56	BellSouth's implemented exclusions are consistent with the documented exclusions for the Speed of Answer in Ordering Center SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Speed of Answer in Ordering Center SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Ordering – Local Number Portability (LNP)-Percent Rejected Service Requests			
PMR5-2-57	BellSouth's LNP-Percent Rejected Service Requests reports are disaggregated correctly and are complete.	Satisfied	BellSouth's LNP-Percent Rejected Service Requests reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 report for January 2001 and PMAP 4.0 reports for October and November 2002 data and found that the reports were complete and disaggregated correctly.

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Test Reference	Evaluation Criteria	Result	Comments
PMR5-2-58	BearingPoint-calculated LNP-Percent Rejected Service Requests SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported LNP-Percent Rejected Service Requests SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for this SQM and found that BearingPoint-calculated values and BellSouth-reported values for this SQM did not agree. BearingPoint issued Exception 21. BellSouth provided a complete data set for January 2001. BearingPoint retested using the complete data set and was able to match all values. Exception 21 was closed. BearingPoint calculated values for this SQM and found for Month II the BearingPoint-calculated values and the BellSouth-reported values for this SQM did not agree. BearingPoint issued Exception 163. BellSouth stated that the defect had been fixed with March 2002 data. BearingPoint retested using March 2002 data and was unable to match all values. Amended Exception 163 was issued. After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BellSouth's response to Exception 163 stated that a TestDirector fix was issued to address coding issues related to this measure. The fix was implemented for October 2002 data. BearingPoint retested using October 2002 data and successfully replicated all values. Exception 163 was closed. BearingPoint calculated values for October and November 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-59	BellSouth's implemented calculations are consistent with the documented calculations for the LNP-Percent Rejected Service	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the LNP-Percent Rejected Service Requests SQM.

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Test Reference	Evaluation Criteria	Result	Comments
	Requests SQM.		BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-60	BellSouth's implemented exclusions are consistent with the documented exclusions for the LNP-Percent Rejected Service Requests SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the LNP-Percent Rejected Service Requests SQM. Due to issues prior to the implementation of PMAP 4.0, no testing was undertaken in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's LNP-Reject Interval Distribution & Average Reject Interval reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 report for March 2002 and PMAP 4.0 reports for May and June 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-2-62	BearingPoint-calculated LNP-Reject Interval Distribution & Average Reject Interval SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported LNP-Reject Interval Distribution & Average Reject Interval SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for March 2002 and PMAP 4.0 values for May and June 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-63	BellSouth's implemented calculations are consistent with the documented calculations for the LNP-Reject Interval Distribution & Average Reject Interval SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the LNP-Reject Interval Distribution & Average Reject Interval SQM. BearingPoint found that BellSouth's implemented method for calculating time intervals in PMAP 2.6 was inconsistent with

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Test Reference	Evaluation Criteria	Result	Comments
			the levels of disaggregation required by the Florida Interim Performance Metrics, Version 3.00 text for this SQM. BearingPoint issued Exception 10.
			BellSouth implemented coding changes to increase the precision of the interval calculations. BearingPoint retested using December 2000 data and was unable to match all values. Amended Exception 10 was issued. BearingPoint retested using May 2001 data and was unable to match all values. Due to data coding errors, which prevented BearingPoint from conducting a retest, BearingPoint issued 2nd Amended Exception 10. BellSouth stated that the coding changes between Barney and NODS had not been properly implemented. BearingPoint 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. BearingPoint retested March 2002 data and successfully matched. Exception 10 was closed.
			After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's computation instructions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-64	BellSouth's implemented exclusions are consistent with the documented exclusions for the LNP-Reject Interval Distribution & Average Reject Interval SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the LNP-Reject Interval Distribution & Average Reject Interval SQM.
			Due to issues prior to the implementation of PMAP 4.0, no testing was undertaken in the PMAP 2.6 environment.
			After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Ordering – LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation (FOC) Average Interval			

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Test Reference	Evaluation Criteria	Result	Comments
PMR5-2-65	BellSouth's LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval reports are disaggregated correctly and are complete.	Satisfied	BellSouth's LNP-FOC Timeliness Interval Distribution & FOC Average Interval reports were disaggregated correctly and were complete. BearingPoint reviewed BellSouth's reported levels of disaggregation and the FPSC-ordered benchmarks in PMAP 2.6 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. BearingPoint 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. Exception 15 was closed. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2001, January 2002, and February 2002 and PMAP 4.0 reports for June 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-2-66	BearingPoint-calculated LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported LNP-FOC Timeliness Interval Distribution & FOC Average Interval SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2001 (Month I) data and compared them to BellSouth-reported values. All values matched. BearingPoint calculated PMAP 2.6 values for this SQM for Month II and found that BearingPoint-calculated values and BellSouth-reported values for this SQM did not agree.

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Test Reference	Evaluation Criteria	Result	Comments
			BearingPoint issued Exception 132.
			BellSouth implemented coding changes. BearingPoint retested using January 2002 data and was able to match all values. Exception 132 was closed.
			BearingPoint calculated PMAP 2.6 values for February 2002 (Month III) data and compared them to BellSouth-reported values. All values matched.
			After the implementation of PMAP 4.0, BearingPoint calculated values for June 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-2-67	BellSouth's implemented calculations are consistent with the documented calculations for the LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the LNP-FOC Timeliness Interval Distribution & FOC Average Interval SQM.
			BearingPoint found that BellSouth's implemented method in PMAP 2.6 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. BearingPoint issued Exception 11.
			BellSouth implemented coding changes to increase the precision of the interval calculations. BearingPoint retested using December 2000 data and was unable to match all values. Amended Exception 11 was issued. BellSouth implemented additional coding changes. BearingPoint retested using February 2001 data and was unable to match all values. 2nd Amended Exception 11 was issued. BellSouth implemented additional coding changes. While BearingPoint 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. BearingPoint retested using May 2001 data and was able to match all values. Exception 11 was closed.

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Test Reference	Evaluation Criteria	Result	Comments
			After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's computation instructions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-68	BellSouth's implemented exclusions are consistent with the documented exclusions for the LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the LNP-FOC Timeliness Interval Distribution & FOC Average Interval SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Mean Held Order Interval and Distribution Intervals (Non-Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2000 and January 2001 and PMAP 4.0 reports for August and September 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-2	BearingPoint-calculated Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000 and January 2001 data and compared them to BellSouth-reported values. All values matched. After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BearingPoint issued Exception 180. BellSouth's response stated that a TestDirector fix was issued to address coding issues related to this measure. The fix was implemented for August 2002 data. BearingPoint retested using August 2002 data and successfully replicated

Test Reference	Evaluation Criteria	Result	Comments
			all values. Exception 180 was closed.
			After the implementation of PMAP 4.0, BearingPoint calculated values for August and September 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-3	BellSouth's implemented calculations are consistent with the documented calculations for the Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM. BearingPoint reviewed BellSouth's computation instructions for the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-4	BellSouth's implemented exclusions are consistent with the documented exclusions for the Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM in the PMAP 4.0 environment. BearingPoint reviewed BellSouth's documented exclusions for the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Mean Held Order Interval and Distribution Intervals (Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2000, January 2001, and December 2001 and PMAP 4.0 reports for August 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-6	BearingPoint-calculated Mean Held Order Interval and Distribution Intervals (Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Mean Held Order Interval and Distribution Intervals (Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, January 2001, and December 2001 and PMAP 4.0 values for August 2002 data and

Test Reference	Evaluation Criteria	Result	Comments
			compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-7	BellSouth's implemented calculations are consistent with the documented calculations for the Mean Held Order Interval and Distribution Intervals (Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Mean Held Order Interval and Distribution Intervals (Trunks) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-8	BellSouth's implemented exclusions are consistent with the documented exclusions for the Mean Held Order Interval and Distribution Intervals (Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Mean Held Order Interval and Distribution Intervals (Trunks) SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 report for March 2002 and PMAP 4.0 reports for August and September 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-10	BearingPoint-calculated Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM values matched BearingPoint-calculated values. BearingPoint attempted to calculate PMAP 2.6 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. BearingPoint

Test Reference	Evaluation Criteria	Result	Comments
			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. BearingPoint retested using March 2002 data and was able to match all values. Exception 135 was closed.
			After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BearingPoint issued Exception 203.
			BellSouth's response stated that a TestDirector fix was issued to address coding issues related to this measure. The fix was implemented for August 2002 data. BearingPoint retested using August 2002 data and successfully replicated all values. Exception 203 was closed.
			BearingPoint calculated values for August and September 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-11	BellSouth's implemented calculations are consistent with the documented calculations for the Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-12	BellSouth's implemented exclusions are consistent with the documented exclusions for the Average Jeopardy Notice interval and Percentage of Orders Given Jeopardy Notices SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to

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Test Reference	Evaluation Criteria	Result	Comments
			the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Percent Missed Installation Appointments (Non-Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for August 2001 and November 2001 and PMAP 4.0 reports for September 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-14	BearingPoint-calculated Percent Missed Installation Appointments (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Missed Installation Appointments (Non-Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for August 2001 and November 2001 and PMAP 4.0 values for September 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-15	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Missed Installation Appointments (Non-Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Missed Installation Appointments (Non-Trunks) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-16	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Missed Installation Appointments (Non-Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent Missed Installation Appointments (Non-Trunks) SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Provisioning – Percent Missed Installation Appointments (Trunks)			

Test Reference	Evaluation Criteria	Result	Comments
PMR5-3-17	BellSouth's Percent Missed Installation Appointments (Trunks) reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Percent Missed Installation Appointments (Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2000, January 2001, and August 2001 and PMAP 4.0 reports for July 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-18	BearingPoint-calculated Percent Missed Installation Appointments (Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Missed Installation Appointments (Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, January 2001, and August 2001 data and compared them to BellSouth-reported values. All values matched. After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BearingPoint issued Exception 206. BellSouth stated that a TestDirector fix was issued to address coding issues related to this measure. BearingPoint determined that the deviation between the BearingPoint-calculated durations and the BellSouth reported durations at each level of disaggregation was less than 2%. FPSC staff's position is that in most cases, deviations of 2% or less at a disaggregated level are not material to the values of the measure. BearingPoint closed Exception 206.
PMR5-3-19	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Missed Installation Appointments (Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Missed Installation Appointments (Trunks) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.

Test Reference	Evaluation Criteria	Result	Comments
PMR5-3-20	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Missed Installation Appointments (Trunks) SQM.	Satisfied	BellSouth's implemented and documented exclusions for the Percent Missed Installation Appointments (Trunks) SQM were consistent with the documented exclusions. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.
Provisioning - Average Completion Interval and Order Completion Interval (OCI) Distribution (Non-Trunks)			
PMR5-3-21	BellSouth's Average Completion Interval and Order Completion Interval (OCI) Distribution (Non-Trunks) reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Average Completion Interval and Order Completion Interval (OCI) Distribution (Non-Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for August 2001 and November 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-22	BearingPoint-calculated Average Completion Interval and Order Completion Interval (OCI) Distribution (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Average Completion Interval and Order Completion Interval (OCI) Distribution (Non-Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for August 2001 and November 2001 data and compared them to BellSouth-reported values. All values matched. After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BearingPoint issued Exception 190. BellSouth's response stated that a TestDirector fix was issued to address coding issues related to this measure. The fix was implemented for November 2002 data. BearingPoint determined that the deviation between the BearingPoint-calculated durations and the BellSouth reported durations at each level of disaggregation was less than 2%.

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Test Reference	Evaluation Criteria	Result	Comments
			FPSC staff's position is that in most cases, deviations of 2% or less at a disaggregated level are not material to the values of the measure. BearingPoint closed Exception 190.
PMR5-3-23	BellSouth's implemented calculations are consistent with the documented calculations for the Average Completion Interval and Order Completion Interval (OCI) Distribution (Non-Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Average Completion Interval and Order Completion Interval (OCI) Distribution (Non-Trunks) SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-2-24	BellSouth's implemented exclusions are consistent with the documented exclusions for the Average Completion Interval and Order Completion Interval (OCI) Distribution (Non-Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Average Completion Interval and Order Completion Interval (OCI) Distribution (Non-Trunks) SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Provisioning - Average Completion Interval and Order Completion Interval (OCI) Distribution (Trunks)			
PMR5-3-25	BellSouth's Average Completion Interval and Order Completion Interval (OCI) Distribution (Trunks) reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Average Completion Interval and Order Completion Interval (OCI) Distribution (Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2000, January 2001, and August 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-26	BearingPoint-calculated Average Completion Interval and Order Completion Interval (OCI) Distribution (Trunks) SQM values agree with BellSouth-reported SQM values	Satisfied	BellSouth-reported Average Completion Interval and Order Completion Interval (OCI) Distribution (Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, January 2001, and August 2001 data and compared them to BellSouth-reported

Test Reference	Evaluation Criteria	Result	Comments
	reported SQM values.		values. All values matched.
			After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BearingPoint issued Exception 190.
			BellSouth's response stated that a TestDirector fix was issued to address coding issues related to this measure. The fix was implemented for November 2002 data.
			BearingPoint determined that the deviation between the BearingPoint-calculated durations and the BellSouth reported durations at each level of disaggregation was less than 2%. FPSC staff's position is that in most cases, deviations of 2% or less at a disaggregated level are not material to the values of the measure. BearingPoint closed Exception 190.
PMR5-3-27	BellSouth's implemented calculations are consistent with the documented calculations for the Average Completion Interval and Order Completion Interval (OCI) Distribution (Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Average Completion Interval and Order Completion Interval (OCI) Distribution (Trunks) SQM. BearingPoint reviewed BellSouth's computation instructions for the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-28	BellSouth's implemented exclusions are consistent with the documented exclusions for the Average Completion Interval and Order Completion Interval (OCI) Distribution (Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Average Completion Interval and Order Completion Interval (OCI) Distribution (Trunks) SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Provisioning – Average Completion Notice Interval			
PMR5-3-29	BellSouth's Average Completion Notice Interval reports are	Satisfied	BellSouth's Average Completion Notice Interval reports were disaggregated correctly and were complete.

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Test Reference	Evaluation Criteria	Result	Comments
	disaggregated correctly and are complete.		and were complete. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed the levels of disaggregation in BellSouth's January and February 2003 reports for this SQM and found that the reports were complete and disaggregated correctly.
PMR5-3-30	BearingPoint-calculated Average Completion Notice Interval SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Average Completion Notice Interval SQM values matched BearingPoint-calculated values. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BearingPoint issued Exception 207. BellSouth's response stated that a TestDirector fix was issued to address coding issues related to this measure. The fix was scheduled to be implemented for January 2003 data. BearingPoint retested using January 2003 data and successfully replicated all values. Exception 207 was closed. BearingPoint calculated values for February 2003 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-31	BellSouth's implemented calculations are consistent with the documented calculations for the Average Completion Notice Interval SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Average Completion Notice Interval SQM. No testing was completed in the PMAP 2.6 environment. BearingPoint reviewed BellSouth's computation instructions for the PMAP 4.0 environment and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-32	BellSouth's implemented exclusions are consistent	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for

Test Reference	Evaluation Criteria	Result	Comments
	exclusions are consistent with the documented exclusions for the Average Completion Notice Interval SQM.		consistent with the documented exclusions for the Average Completion Notice Interval SQM were consistent with the documented exclusions. No testing was completed in the PMAP 2.6 environment. BearingPoint reviewed BellSouth's documented exclusions for the PMAP 4.0 environment and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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 disaggregated correctly and are complete.	Satisfied	BellSouth's Percent Completions/Attempts Without Notice or <24 Hours Notice) reports were disaggregated correctly and were complete. Due to issues prior to the implementation of PMAP 4.0, no testing was undertaken in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed the levels of disaggregation in BellSouth's November and December 2002 reports and found that the reports were complete and disaggregated correctly.
PMR5-3-34	BearingPoint-calculated Percent Completions/Attempts Without Notice or <24 Hours Notice SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Completions/ Attempts Without Notice or <24 Hours Notice SQM values matched BearingPoint-calculated values. BearingPoint attempted to calculate values for this SQM in PMAP 2.6 and found that the Raw Data User Manual (RDUM) instructions were insufficient to complete the calculation process. BearingPoint issued Exception 151. BellSouth implemented coding changes for February 2002 data. BearingPoint retested February 2002 data and was unable to match all values. Amended Exception 151 was issued. After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values

Test Reference	Evaluation Criteria	Result	Comments
			and BellSouth reported values for this SQM did not agree.
			BellSouth's response to Exception 151 stated that a TestDirector fix was issued to address coding issues related to this measure. The fix was implemented for November 2002 data. BearingPoint retested using November 2002 data and successfully replicated all values. Exception 151 was closed.
			BearingPoint calculated values for November and December 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-35	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Completions/Attempts Without Notice or <24 Hours Notice SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Completions/Attempts Without Notice or <24 Hours Notice SQM. Due to issues prior to the implementation of PMAP 4.0, no testing was undertaken in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's computation instructions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-36	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Completions/Attempts Without Notice or <24 Hours Notice SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent Completions/Attempts Without Notice or <24 Hours Notice SQM. Due to issues prior to the implementation of PMAP 4.0, no testing was undertaken in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
	Provisioning – Coordinated Customer Conversions Interval		
PMR5-3-37	BellSouth's Coordinated Customer Conversions Interval reports are disaggregated correctly	Satisfied	BellSouth's Coordinated Customer Conversions Interval reports were disaggregated correctly and were complete.

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Test Reference	Evaluation Criteria	Result	Comments
	disaggregated correctly and are complete.		BearingPoint reviewed the levels of disaggregation for BellSouth's PMAP 2.6 reports for February 2001, January 2002, and February 2002 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-38	BearingPoint-calculated Coordinated Customer Conversions Interval SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Coordinated Customer Conversions Interval SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for this SQM and found that BearingPoint-calculated values and BellSouth-reported values for this SQM did not agree. BearingPoint issued Exception 154. As a result of the exception, BellSouth implemented coding changes to exclude test CLEC orders. BearingPoint retested using January 2002 data and was able to match all values. Exception 154 was closed. BearingPoint calculated values for February 2001, January 2002 and February 2002 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-39	BellSouth's implemented calculations are consistent with the documented calculations for the Coordinated Customer Conversions Interval SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Coordinated Customer Conversions Interval SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-40	BellSouth's implemented exclusions are consistent with the documented exclusions for the Coordinated Customer Conversions Interval SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Coordinated Customer Conversions Interval SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics,

Test Reference	Evaluation Criteria	Result	Comments
			Version 3.00 for this SQM.
Provisioning – Customer Coordinated Conversions – Hot Cut Timeliness % 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.	Satisfied	BellSouth's Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval reports were disaggregated correctly and were complete. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed the levels of disaggregation in BellSouth's October, November, and December 2002 reports and found that the reports were complete and disaggregated correctly.
PMR5-3-42	BearingPoint-calculated Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM values matched BearingPoint-calculated values. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BearingPoint issued Exception 193. BellSouth's response stated that a TestDirector fix was issued to address coding issues related to this measure. BellSouth amended the response to Exception 193 stating that an incorrect data set was provided to BearingPoint. BearingPoint retested using October 2002 data and successfully replicated all values. Exception 193 was closed. BearingPoint calculated values for October, November, and December 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-43	BellSouth's implemented calculations with the	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for

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Test Reference	Evaluation Criteria	Result	Comments
	calculations with the documented calculations for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM.		consistent with the documented calculations for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's computation instructions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-44	BellSouth's implemented exclusions are consistent with the documented exclusions for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
	Provisioning – Coordinated Customer Conversions – Average Recovery Time		
PMR5-3-45	BellSouth's Coordinated Customer Conversions – Average Recovery Time reports are disaggregated correctly and complete.	Satisfied	BellSouth-reported Coordinated Customer Conversions – Average Recovery Time SQM values matched BearingPoint-calculated values. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for June 2001 and July 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-46	BearingPoint-calculated Coordinated Customer Conversions – Average Recovery Time SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Coordinated Customer Conversions – Average Recovery Time SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for June 2001 and July 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.

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Test Reference	Evaluation Criteria	Result	Comments
PMR5-3-47	BellSouth's implemented calculations are consistent with the documented calculations for the Coordinated Customer Conversions – Average Recovery Time SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Coordinated Customer Conversions – Average Recovery Time SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-48	BellSouth's implemented exclusions are consistent with the documented exclusions for the Coordinated Customer Conversions – Average Recovery Time SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Coordinated Customer Conversions Interval – Average Recovery Time SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for December 2001 and March 2002 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-50	BearingPoint-calculated Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for December 2001 and March 2002 data and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-51	BellSouth's implemented calculations are consistent	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for

Test Reference	Evaluation Criteria	Result	Comments
	with the documented calculations for the Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM.		the Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-52	BellSouth's implemented exclusions are consistent with the documented exclusions for the Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Provisioning – Cooperative Acceptance Testing % of xDSL Loops Tested			
PMR5-3-53	BellSouth's Cooperative Acceptance Testing - Percent of xDSL Loops Tested reports are disaggregated correctly and complete.	Satisfied	BellSouth's Cooperative Acceptance Testing - Percent of xDSL Loops Tested reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for June 2001 and July 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-54	BearingPoint-calculated Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for June 2001 and July 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-55	BellSouth's implemented calculations are consistent with the documented calculations for the Cooperative Acceptance Testing - Percent of xDSL	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP

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Test Reference	Evaluation Criteria	Result	Comments
	Loops Tested SQM.		computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-56	BellSouth's implemented exclusions are consistent with the documented exclusions for the Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for November 2001 and March 2002 and PMAP 4.0 reports for August and September 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-58	BearingPoint-calculated Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for this Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM and found that BearingPoint-calculated values and BellSouth-reported values for this SQM did not agree. BearingPoint issued Exception 27. BellSouth stated that coding changes would be implemented for January 2001 data, which subsequently slipped to July 2001 data. BearingPoint retested using July 2001 data and was unable to match all values and issued Amended Exception 27. BellSouth implemented additional coding changes.

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Test Reference	Evaluation Criteria	Result	Comments
			BearingPoint retested using October 2001 data and was unable to match all values. BellSouth updated the Raw Data User Manual (RDUM) instructions. BearingPoint retested using November 2001 data and was able to match all values. Exception 27 was closed.
			BearingPoint calculated PMAP 2.6 values for November 2001 and March 2002 data.
			After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BearingPoint issued Exception 186.
			BellSouth's response stated that a TestDirector fix was issued to address coding issues related to this measure. The fix was implemented for August 2002 data. BearingPoint retested using August 2002 data and successfully replicated all values. Exception 186 was closed.
			BearingPoint calculated values for August and October 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-59	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM.
			BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-60	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM.
			BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics,

Test Reference	Evaluation Criteria	Result	Comments
			Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Provisioning Troubles within 30 days of Service Order Completion (Trunks) reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for January 2001, February 2001, and August 2001 and PMAP 4.0 reports for August 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-62	BearingPoint-calculated Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for January 2001, February 2001, and August 2001 and PMAP 4.0 values for August 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-63	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM. BearingPoint calculated values for this SQM and found that BellSouth's implemented calculations were inconsistent with the documented calculations. BearingPoint issued Exception 209. BellSouth's response stated that a TestDirector fix was issued to address coding issues related to this measure. The fix is scheduled for March 2003 data. BearingPoint reviewed the documentation associated with the fix and determined that BellSouth's implemented calculations were consistent with the documented calculations. Exception 209 was closed.

Test Reference	Evaluation Criteria	Result	Comments
PMR5-3-64	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM.	Satisfied	BellSouth's implemented exclusions were inconsistent with the documented exclusions for the Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Provisioning – Total Service Order Cycle Time		
PMR5-3-65	BellSouth's Total Service Order Cycle Time reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Total Service Order Cycle Time reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for February 2002 and March 2002 and PMAP 4.0 reports for August 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-66	BearingPoint-calculated Total Service Order Cycle Time SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Total Service Order Cycle Time SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for Total Service Order Cycle Time SQM and found that the BearingPoint-calculated values and the BellSouth-reported values for this SQM did not agree. BearingPoint issued Exception 101. BellSouth implemented coding changes to exclude pending orders. BearingPoint retested using November 2001 data and was unable to match all values. Amended Exception 101 was issued. BellSouth implemented additional coding changes to excluded test CLEC orders. BearingPoint retested using February 2002 data and was able to match all values. Exception 101 was closed. BearingPoint calculated PMAP 2.6 values for February 2002 and March 2002 data and compared them to BellSouth-reported data. All values matched.

Test Reference	Evaluation Criteria	Result	Comments
			After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BearingPoint issued Exception 195.
			BellSouth's response stated that a TestDirector fix was issued to address coding issues related to this measure. The fix was implemented for June 2002 data. BearingPoint retested using June data and successfully replicated all values. Exception 195 was closed.
			BearingPoint calculated values for June and August 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-67	BellSouth's implemented calculations are consistent with the documented calculations for the Total Service Order Cycle Time SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Total Service Order Cycle Time SQM.

BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM. |
| PMR5-3-68 | BellSouth's implemented exclusions are consistent with the documented exclusions for the Total Service Order Cycle Time SQM. | Satisfied | BellSouth's implemented exclusions were consistent with the documented exclusions for the Total Service Order Cycle Time SQM.

BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM. |
| Provisioning – Service Order Accuracy | | | |
| PMR5-3-69 | BellSouth's Service Order Accuracy reports are disaggregated correctly and are complete. | Satisfied | BellSouth's Service Order Accuracy Time reports were disaggregated correctly and were complete.

BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for June 2001, July 2001, and August 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly. |

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Test Reference	Evaluation Criteria	Result	Comments
PMR5-3-70	BearingPoint-calculated Service Order Accuracy SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Service Order Accuracy SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for June 2001, July 2001, and August 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-71	BellSouth's implemented calculations are consistent with the documented calculations for the Service Order Accuracy SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented exclusions for the Service Order Accuracy SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-72	BellSouth's implemented exclusions are consistent with the documented exclusions for the Service Order Accuracy SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Service Order Accuracy SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Provisioning – LNP-Percent Missed Installation Appointments			
PMR5-3-73	BellSouth's LNP-Percent Missed Installation Appointments reports are disaggregated correctly and are complete.	Satisfied	BellSouth's LNP-Percent Missed Installation Appointments reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for December 2000 and March 2002 and PMAP 4.0 reports for January 2003 data and found that the report was complete and disaggregated correctly.
PMR5-3-74	BearingPoint-calculated LNP-Percent Missed Installation Appointments SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported LNP-Percent Missed Installation Appointments SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for December 2000 data and compared them to BellSouth-reported values. All values

Test Reference	Evaluation Criteria	Result	Comments
			matched.
			When BearingPoint calculated values for this SQM and found for Month II analysis that the BearingPoint-calculated values and the BellSouth-reported values for this SQM did not agree. BearingPoint issued Exception 152.
			BellSouth updated the Raw Data User Manual (RDUM) instructions. BearingPoint retested using February 2002 data and was unable to match all values. Amended Exception 152 was issued. BearingPoint retested using March 2002 data and was able to match all values. Exception 152 was closed.
			After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree. BearingPoint issued Exception 201.
			BellSouth's response stated that a TestDirector fix was issued to address coding issues related to this measure. The fix was implemented for January 2003 data. BearingPoint retested using January 2003 data and successfully replicated all values. Exception 201 was closed.
PMR5-3-75	BellSouth's implemented calculations are consistent with the documented calculations for the LNP-Percent Missed Installation Appointments SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the LNP-Percent Missed Installation Appointments SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-76	BellSouth's implemented exclusions are consistent with the documented exclusions for the LNP-Percent Missed Installation Appointments SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the LNP-Percent Missed Installation Appointments SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.

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Test Reference	Evaluation Criteria	Result	Comments
— Provisioning – LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval			
PMR5-3-77	BellSouth's LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution reports are disaggregated correctly and are complete.	Satisfied	BellSouth's LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution reports were disaggregated correctly and were complete in the PMAP 4.0 environment.

BearingPoint reviewed BellSouth's reported levels of disaggregation and the FPSC-ordered benchmarks in PMAP 2.6 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. BearingPoint 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. Exception 15 was closed.

BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for December 2001, January 2002, and February 2002 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly. |
| PMR5-3-78 | BearingPoint-calculated LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM values agree with BellSouth-reported SQM values. | Satisfied | BellSouth-reported LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution Time SQM values matched BearingPoint-calculated values in the PMAP 4.0 environment.

BearingPoint calculated PMAP 2.6 values for this SQM and found that BearingPoint-calculated values and BellSouth-reported values for this SQM did not agree. |

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Test Reference	Evaluation Criteria	Result	Comments
			BearingPoint issued Exception 22.
			BellSouth updated computation instructions. Based on BellSouth's response regarding negative intervals, BearingPoint issued Amended Exception 22. BearingPoint retested and was unable to match all values. BellSouth stated that a coding change to the average interval calculation was needed. BearingPoint retested using May 2001 data and was unable to match all values. 3rd Amended Exception 22 was issued. BearingPoint 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). BearingPoint 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. BearingPoint retested using December 2001 data and was able to match all values. Exception 22 was closed.
			BearingPoint calculated PMAP 2.6 values for December 2001, January 2002 and February 2002 data and compared them to BellSouth-reported values. All values matched.
			After the implementation of PMAP 4.0, BearingPoint calculated values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-79	BellSouth's implemented calculations are consistent with the documented calculations for the LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-80	BellSouth's implemented exclusions are consistent	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for

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Test Reference	Evaluation Criteria	Result	Comments
	with the documented exclusions for the LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM.		the LNP- Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's LNP-Total Service Order Cycle Time reports were disaggregated correctly and were complete in the PMAP 4.0 environment. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 report for March 2001 and PMAP 4.0 reports for May and August 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-3-82	BearingPoint-calculated LNP-Total Service Order Cycle Time SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported LNP-Total Service Order Cycle Time SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for this SQM and found that BearingPoint-calculated values and BellSouth-reported values for this SQM did not agree. BearingPoint issued Exception 24. BellSouth implemented coding changes to increase the precision of the interval calculations. BearingPoint retested using March 2001 data and was able to match all values. Exception 24 was closed. BearingPoint 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. BearingPoint issued Exception 153. BellSouth updated the RDUM instructions. BearingPoint 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

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Test Reference	Evaluation Criteria	Result	Comments
			2002 data.
			After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not agree.
			BellSouth's response to Exception 153 stated that a TestDirector fix was issued to address coding issues related to this measure. The fix was implemented for May 2002 data. BearingPoint retested using May data and successfully replicated all values. Exception 153 was closed.
			BearingPoint calculated values for May and August 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-3-83	BellSouth's implemented calculations are consistent with the documented calculations for the LNP-Total Service Order Cycle Time SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the LNP-Total Service Order Cycle Time SQM.
			BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-3-84	BellSouth's implemented exclusions are consistent with the documented exclusions for the LNP-Total Service Order Cycle Time SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the LNP-Total Service Order Cycle Time SQM.
			BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Maintenance & Repair – Missed Repair Appointments			
PMR5-4-1	BellSouth's Missed Repair Appointments reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Missed Repair Appointments reports were disaggregated correctly and were complete.
			BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6

Test Reference	Evaluation Criteria	Result	Comments
			reports for December 2001 and January 2002 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-4-2	BearingPoint-calculated Missed Repair Appointments SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Missed Repair Appointments SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for December 2001 and January 2002 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-4-3	BellSouth's implemented calculations are consistent with the documented calculations for the Missed Repair Appointments SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Missed Repair Appointments SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-4-4	BellSouth's implemented exclusions are consistent with the documented exclusions for the Missed Repair Appointments SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Missed Repair Appointments SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Maintenance & Repair – Customer Trouble Report Rate			
PMR5-4-5	BellSouth's Customer Trouble Report Rate reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Customer Trouble Report Rate reports were disaggregated correctly and were complete. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed the levels of disaggregation in BellSouth's October, November, and December 2002 reports and found that the reports were complete and disaggregated correctly.

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Test Reference	Evaluation Criteria	Result	Comments
PMR5-4-6	BearingPoint-calculated Customer Trouble Report Rate SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Customer Trouble Report Rate SQM values matched BearingPoint-calculated values. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint calculated values for this SQM and found that BearingPoint calculated values and BellSouth reported values for this SQM did not match. BearingPoint issued Exception 183. BellSouth's response stated that a TestDirector fix was issued to address coding issues related to this measure. The fix was implemented for October 2002 data. BearingPoint retested using October 2002 data and successfully replicated all values. Exception 183 was closed. BearingPoint calculated values for October, November, and December 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-4-7	BellSouth's implemented calculations are consistent with the documented calculations for the Customer Trouble Report Rate SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Customer Trouble Report Rate SQM. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's computation instructions and comparing them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-4-8	BellSouth's implemented exclusions are consistent with the documented exclusions for the Customer Trouble Report Rate SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Customer Trouble Report Rate SQM. No testing was completed in the PMAP 2.6 environment. After the implementation of PMAP 4.0, BearingPoint reviewed BellSouth's documented exclusions and comparing them to the Florida Interim Performance Metrics,

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Test Reference	Evaluation Criteria	Result	Comments
			Version 3.00 for this SQM.
Maintenance & Repair – Maintenance Average Duration			
PMR5-4-9	BellSouth's Maintenance Average Duration reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Maintenance Average Duration reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for December 2001 and January 2002 and PMAP 4.0 reports for August 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-4-10	BearingPoint-calculated Maintenance Average Duration SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Maintenance Average Duration SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for this SQM and found that BearingPoint-calculated values and BellSouth-reported values for this SQM did not agree. BearingPoint issued Exception 146. BellSouth implemented coding changes to exclude test ALEC orders. BearingPoint retested using December 2001 data and was able to match all values. Exception 146 was closed. BearingPoint calculated PMAP 2.6 values for December 2001 and January 2002 and PMAP 4.0 values for August 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-4-11	BellSouth's implemented calculations are consistent with the documented calculations for the Maintenance Average Duration SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Maintenance Average Duration SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-4-12	BellSouth's implemented exclusions are consistent with the documented exclusions for the	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Maintenance Average Duration SQM.

Test Reference	Evaluation Criteria	Result	Comments
	exclusions for the Maintenance Average Duration SQM.		BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Maintenance & Repair - Percent Repeat Troubles Within 30 Days			
PMR5-4-13	BellSouth's Percent Repeat Troubles Within 30 Days reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Percent Repeat Troubles Within 30 Days reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for December 2001 and January 2002 and PMPA 4.0 reports for August 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-4-14	BearingPoint-calculated Percent Repeat Troubles Within 30 Days SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Repeat Troubles Within 30 Days SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for this SQM and found that BearingPoint-calculated values and BellSouth-reported values for this SQM did not agree. BearingPoint issued Exception 147. BellSouth implemented coding changes to exclude test CLEC orders. BearingPoint retested using December 2001 data and was able to match all values. Exception 147 was closed. BearingPoint calculated PMAP 2.6 values for December 2001 and January 2002 and PMAP 4.0 values for August 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-4-15	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Repeat Troubles Within 30 Days SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Repeat Troubles Within 30 Days SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics,

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Test Reference	Evaluation Criteria	Result	Comments
			Version 3.00 for this SQM.
PMR5-4-16	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Repeat Troubles Within 30 Days SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent Repeat Troubles Within 30 Days SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Maintenance & Repair - Out of Service (OOS) >24 Hours			
PMR5-4-17	BellSouth's Out of Service (OOS) > 24 Hours reports are disaggregated correctly and are complete.	Satisfied	BellSouth's OOS > 24 Hours reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for December 2001 and January 2002 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-4-18	BearingPoint-calculated Out of Service (OOS) > 24 Hours SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported OOS > 24 Hours SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for December 2001 and January 2002 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-4-19	BellSouth's implemented calculations are consistent with the documented calculations for the Out of Service (OOS) > 24 Hours SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the OOS > 24 Hours SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-4-20	BellSouth's implemented exclusions are consistent with the documented exclusions for the Out of Service (OOS) > 24 Hours SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the OOS > 24 Hours SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to

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Test Reference	Evaluation Criteria	Result	Comments
			the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Maintenance & Repair - Average Answer Time – Repair Centers				
PMR5-4-21	BellSouth's Average Answer Time – Repair Centers reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Average Answer Time – Repair Centers reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2000, July 2001, and August 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-4-22	BearingPoint-calculated Average Answer Time – Repair Centers SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Average Answer Time – Repair Centers SQM values matched BearingPoint-calculated values in the PMAP 4.0 environment. BearingPoint calculated PMAP 2.6 values for May 2000, July 2001, and August 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-4-23	BellSouth's implemented calculations are consistent with the documented calculations for the Average Answer Time – Repair Centers SQM.	Satisfied	BearingPoint validated that BellSouth's implemented calculations were consistent with the documented calculations for the Average Answer Time – Repair Centers SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-4-24	BellSouth's implemented exclusions are consistent with the documented exclusions for the Average Answer Time – Repair Centers SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Average Answer Time – Repair Centers SQM in the PMAP 4.0 environment. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Maintenance & Repair – Mean Time to Notify CLEC of Network Outages				

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Test Reference	Evaluation Criteria	Result	Comments
PMR5-4-25	BellSouth's Mean Time to Notify CLEC of Network Outages reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Mean Time to Notify CLEC of Network Outages reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2001, June 2001, and July 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-4-26	BearingPoint-calculated Mean Time to Notify CLEC of Network Outages SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Mean Time to Notify CLEC of Network Outages SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2001, June 2001, and July 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-4-27	BellSouth's implemented calculations are consistent with the documented calculations for the Mean Time to Notify CLEC of Network Outages SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Mean Time to Notify CLEC of Network Outages SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-4-28	BellSouth's implemented exclusions are consistent with the documented exclusions for the Mean Time to Notify CLEC of Network Outages SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Mean Time to Notify CLEC of Network Outages SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Billing – Invoice Accuracy			
PMR5-5-1	BellSouth's Invoice Accuracy reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Invoice Accuracy reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6

Test Reference	Evaluation Criteria	Result	Comments
			reports for March 2001, April 2001, and May 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-5-2	BearingPoint-calculated Invoice Accuracy SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Invoice Accuracy SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for March 2001, April 2001 and May 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-5-3	BellSouth's implemented calculations are consistent with the documented calculations for the Invoice Accuracy SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Invoice Accuracy SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-5-4	BellSouth's implemented exclusions are consistent with the documented exclusions for the Invoice Accuracy SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Invoice Accuracy SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Billing – Mean Time to Deliver Invoices			
PMR5-5-5	BellSouth's Mean Time to Deliver Invoices reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Mean Time to Deliver Invoices reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for March 2001, April 2001, and May 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-5-6	BearingPoint-calculated Mean Time to Deliver Invoices SQM values agree with BellSouth	Satisfied	BellSouth-reported Mean Time to Deliver Invoices SQM values matched BearingPoint-calculated values.

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Test Reference	Evaluation Criteria	Result	Comments
	agree with BellSouth-reported SQM values.		BearingPoint calculated PMAP 2.6 values for March 2001, April 2001, and May 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-5-7	BellSouth's implemented calculations are consistent with the documented calculations for the Mean Time to Deliver Invoices SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Mean Time to Deliver Invoices SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-5-8	BellSouth's implemented exclusions are consistent with the documented exclusions for the Mean Time to Deliver Invoices SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Mean Time to Deliver Invoices SQM in the PMAP 4.0 environment. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
	Billing – Usage Data Delivery Accuracy		
PMR5-5-9	BellSouth's Usage Data Delivery Accuracy reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Usage Data Delivery Accuracy reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for March 2001, April 2001, and May 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-5-10	BearingPoint-calculated Usage Data Delivery Accuracy SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Usage Data Delivery Accuracy SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for March 2001, April 2001, and May 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched

Test Reference	Evaluation Criteria	Result	Comments
			for this SQM.
PMR5-5-11	BellSouth's implemented calculations are consistent with the documented calculations for the Usage Data Delivery Accuracy SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Usage Data Delivery Accuracy SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-5-12	BellSouth's implemented exclusions are consistent with the documented exclusions for the Usage Data Delivery Accuracy SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Usage Data Delivery Accuracy SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
	Billing - Usage Data Delivery Completeness		
PMR5-5-13	BellSouth's Usage Data Delivery Completeness reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Usage Data Delivery Completeness reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for March 2001, April 2001, and May 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-5-14	BearingPoint-calculated Usage Data Delivery Completeness SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Usage Data Delivery Completeness SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for March 2001, April 2001, and May 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-5-15	BellSouth's implemented calculations are consistent with the documented calculations for the Usage Data Delivery Completeness SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Usage Data Delivery Completeness SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP

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Test Reference	Evaluation Criteria	Result	Comments
	Completeness SQM.		2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-5-16	BellSouth's implemented exclusions are consistent with the documented exclusions for the Usage Data Delivery Completeness SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Usage Data Delivery Completeness SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
	Billing - Usage Data Delivery Timeliness		
PMR5-5-17	BellSouth's Usage Data Delivery Timeliness reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Usage Data Delivery Timeliness reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for March 2001, April 2001, and May 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-5-18	BearingPoint-calculated Usage Data Delivery Timeliness SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Usage Data Delivery Timeliness SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for March 2001, April 2001, and May 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-5-19	BellSouth's implemented calculations are consistent with the documented calculations for the Usage Data Delivery Timeliness SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Usage Data Delivery Timeliness SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-5-20	BellSouth's implemented exclusions are consistent with the documented exclusions for the Usage	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Usage Data Delivery Timeliness SQM.

Test Reference	Evaluation Criteria	Result	Comments
	exclusions for the Usage Data Delivery Timeliness SQM.		BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Billing – Mean Time to Deliver Usage		
PMR5-5-21	BellSouth's Mean Time to Deliver Usage reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Mean Time to Deliver Usage reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for March 2001, April 2001, and May 2001 and PMAP 4.0 reports for May 2002 data and found that the report was complete and disaggregated correctly.
PMR5-5-22	BearingPoint-calculated Mean Time to Deliver Usage SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Mean Time to Deliver Usage SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for March 2001, April 2001, and May 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-5-23	BellSouth's implemented calculations are consistent with the documented calculations for the Mean Time to Deliver Usage SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Mean Time to Deliver Usage SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-5-24	BellSouth's implemented exclusions are consistent with the documented exclusions for the Mean Time to Deliver Usage SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Mean Time to Deliver Usage SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Billing – Recurring Charge Completeness		

Test Reference	Evaluation Criteria	Result	Comments
PMR5-5-25	BellSouth's Recurring Charge Completeness reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Recurring Charge Completeness reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2001, June 2001, and July 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-5-26	BearingPoint-calculated Recurring Charge Completeness SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Recurring Charge Completeness SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2001, June 2001, and July 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-5-27	BellSouth's implemented calculations are consistent with the documented calculations for the Recurring Charge Completeness SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Recurring Charge Completeness SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-5-28	BellSouth's implemented exclusions are consistent with the documented exclusions for the Recurring Charge Completeness SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Recurring Charge Completeness SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Billing – Non-Recurring Charge Completeness			
PMR5-5-29	BellSouth's Non-Recurring Charge Completeness reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Non-Recurring Charge Completeness reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2001, June 2001, and July

Test Reference	Evaluation Criteria	Result	Comments
			2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-5-30	BearingPoint-calculated Non-Recurring Charge Completeness SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Non-Recurring Charge Completeness SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2001, June 2001, and July 2001 data and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-5-31	BellSouth's implemented calculations are consistent with the documented calculations for the Non-Recurring Charge Completeness SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Non-Recurring Charge Completeness SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-5-32	BellSouth's implemented exclusions are consistent with the documented exclusions for the Non-Recurring Charge Completeness SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Non-Recurring Charge Completeness SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Average Speed of Answer-Toll reports are not required to be disaggregated per the SQM guidelines.
PMR5-6-2	BearingPoint-calculated Average Speed to Answer - Toll SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Average Speed to Answer - Toll SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, January 2001, and March 2001 and PMAP 4.0 values for June 2002 data and

Test Reference	Evaluation Criteria	Result	Comments
			compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-6-3	BellSouth's implemented calculations are consistent with the documented calculations for the Average Speed to Answer - Toll SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Average Speed to Answer - Toll SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-6-4	BellSouth's implemented exclusions are consistent with the documented exclusions for the Average Speed to Answer - Toll SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Average Speed to Answer - Toll SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Percent Answered within "X" Seconds - Toll reports are not required to be disaggregated per the SQM guidelines.
PMR5-6-6	BearingPoint-calculated Percent Answered within "X" Seconds - Toll SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Answered within "X" Seconds - Toll SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, January 2001, and March 2001 and PMAP 4.0 values for June 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-6-7	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Answered within "X" Seconds - Toll SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Answered within "X" Seconds - Toll SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them

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Test Reference	Evaluation Criteria	Result	Comments
			to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-6-8	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Answered within "X" Seconds - Toll SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent Answered within "X" Seconds - Toll SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Average Speed of Answer-Directory Assistance reports are not required to be disaggregated per the SQM guidelines.
PMR5-6-10	BearingPoint-calculated Average Speed to Answer - Directory Assistance SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Average Speed to Answer – Directory Assistance SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, January 2001, and March 2001 and PMAP 4.0 values for June 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-6-11	BellSouth's implemented calculations are consistent with the documented calculations for the Average Speed to Answer - Directory Assistance SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Average Speed to Answer – Directory Assistance SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-6-12	BellSouth's implemented exclusions are consistent with the documented exclusions for the Average Speed to Answer - Directory Assistance	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Average Speed to Answer – Directory Assistance SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6

Test Reference	Evaluation Criteria	Result	Comments
	SQM.		documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Percent Answered within "X" Seconds – Directory Assistance reports are not required to be disaggregated per the SQM guidelines.
PMR5-6-14	BearingPoint-calculated Percent Answered within "X" Seconds - Directory Assistance SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Answered within "X" Seconds - Directory Assistance SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, January 2001, and March 2001 and PMAP 4.0 values for June 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-6-15	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Answered within "X" Seconds - Directory Assistance SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Answered within "X" Seconds - Directory Assistance SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-6-16	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Answered within "X" Seconds - Directory Assistance SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent Answered within "X" Seconds - Directory Assistance SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Database Update Information – Average Database Update Interval			
PMR5-7-1	BellSouth's Average Database Update Interval	Satisfied	BellSouth's Average Database Update Interval reports were disaggregated correctly and were

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Test Reference	Evaluation Criteria	Result	Comments
	reports are disaggregated correctly and are complete.		complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for June 2001, July 2001, and August 2001 and PMAP 4.0 reports for May 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-7-2	BearingPoint-calculated Average Database Update Interval SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Average Database Update Interval SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for June 2001, July 2001, and August 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-7-3	BellSouth's implemented calculations are consistent with the documented calculations for the Average Database Update Interval SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Average Database Update Interval SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-7-4	BellSouth's implemented exclusions are consistent with the documented exclusions for the Average Database Update Interval SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Average Database Update Interval SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Database Update Information – Percent Database Update Accuracy			
PMR5-7-5	BellSouth's Percent Database Update Accuracy reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Percent Database Update Accuracy reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2001, June 2001, and July 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and

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Test Reference	Evaluation Criteria	Result	Comments
			disaggregated correctly.
PMR5-7-6	BearingPoint-calculated Percent Database Update Accuracy SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent Database Update Accuracy SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2001, June 2001, and July 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-7-7	BellSouth's implemented calculations are consistent with the documented calculations for the Percent Database Update Accuracy SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent Database Update Accuracy SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-7-8	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent Database Update Accuracy SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent Database Update Accuracy SQM. BearingPoint reviewed BellSouth's documented exclusions for the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Percent NXXs and LRNs Loaded by LERG Effective Date reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2001, June 2001, and July 2001 and PMAP 4.0 reports for June 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-7-10	BearingPoint-calculated Percent NXXs and LRNs Loaded by LERG Effective Date SQM values agree with BellSouth-reported SQM	Satisfied	BellSouth-reported Percent NXXs and LRNs Loaded by LERG Effective Date SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6values for May 2001, June 2001, and July 2001 and

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Test Reference	Evaluation Criteria	Result	Comments
	BellSouth-reported SQM values.		PMAP 4.0 values for June 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-7-11	BellSouth's implemented calculations are consistent with the documented calculations for the Percent NXXs and LRNs Loaded by LERG Effective Date SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent NXXs and LRNs Loaded by LERG Effective Date SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-7-12	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent NXXs and LRNs Loaded by LERG Effective Date SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent NXXs and LRNs Loaded by LERG Effective Date SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
	E911 – Timeliness		
PMR5-8-1	BellSouth's Timeliness reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Timeliness reports are not required to be disaggregated per the SQM guidelines.
PMR5-8-2	BearingPoint-calculated Timeliness SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Timeliness SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, January 2001, and February 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-8-3	BellSouth's implemented calculations are consistent with the documented calculations for the Timeliness SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics,

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Test Reference	Evaluation Criteria	Result	Comments
			Version 3.00 for this SQM.
PMR5-8-4	BellSouth's implemented exclusions are consistent with the documented exclusions for the Timeliness SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Timeliness SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
E911 – Accuracy			
PMR5-8-5	BellSouth's Accuracy reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Accuracy reports are not required to be disaggregated per the SQM guidelines.
PMR5-8-6	BearingPoint-calculated Accuracy SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Accuracy SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, January 2001, and February 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-8-7	BellSouth's implemented calculations are consistent with the documented calculations for the Accuracy SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Accuracy SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-8-8	BellSouth's implemented exclusions are consistent with the documented exclusions for the Accuracy SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Accuracy SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
E911 – Mean Interval			
PMR5-8-9	BellSouth's Mean Interval reports are disaggregated	Satisfied	BellSouth's Mean Interval reports are not required to be disaggregated per the SQM

Test Reference	Evaluation Criteria	Result	Comments
	reports are disaggregated correctly and are complete.		required to be disaggregated per the SQM guidelines.
PMR5-8-10	BearingPoint-calculated Mean Interval SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Mean Interval SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2000, January 2001, and February 2001 and PMAP 4.0 values for May 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-8-11	BellSouth's implemented calculations are consistent with the documented calculations for the Mean Interval SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Mean Interval SQM. BearingPoint reviewed BellSouth's computation instructions for the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-8-12	BellSouth's implemented exclusions are consistent with the documented exclusions for the Mean Interval SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Mean Interval SQM. BearingPoint reviewed BellSouth's documented exclusions for the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Trunk Group Performance – Aggregate			
PMR5-9-1	BellSouth's Trunk Group Performance-Aggregate reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Trunk Group Performance - Aggregate reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 report for January 2002 and PMAP 4.0 reports for June, October and November 2002 data and found that the reports were complete and disaggregated correctly.

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Test Reference	Evaluation Criteria	Result	Comments
PMR5-9-2	BearingPoint-calculated Trunk Group Performance-Aggregate SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Trunk Group Performance - Aggregate SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for January 2002 and PMAP 4.0 values for June, October, and November 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-9-3	BellSouth's implemented calculations are consistent with the documented calculations for the Trunk Group Performance-Aggregate SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Trunk Group Performance - Aggregate SQM. BearingPoint reviewed BellSouth's computation instructions for the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-9-4	BellSouth's implemented exclusions are consistent with the documented exclusions for the Trunk Group Performance-Aggregate SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Trunk Group Performance - Aggregate SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Not Applicable	BellSouth's Trunk Group Performance-CLEC Specific reports are disaggregated correctly and are complete.	Not Applicable	BearingPoint was unable to test this criterion since BearingPoint's pseudo ALEC did not have trunks. Therefore, this SQM could not be validated.
Not Applicable	BearingPoint-calculated Trunk Group Performance-CLEC Specific SQM values agree with BellSouth-reported SQM values.	Not Applicable	BearingPoint was unable to test this criterion since BearingPoint's pseudo ALEC did not have trunks. Therefore, this SQM could not be validated.
Not Applicable	BellSouth's implemented calculations are consistent with the documented calculations for the Trunk Group Performance	Not Applicable	BearingPoint was unable to test this criterion since BearingPoint's pseudo ALEC did not have trunks. Therefore, this SQM could not be validated.

Test Reference	Evaluation Criteria	Result	Comments
	Group Performance-CLEC Specific SQM.		
Not Applicable	BellSouth's implemented exclusions are consistent with the documented exclusions for the Trunk Group Performance-CLEC Specific SQM.	Not Applicable	BearingPoint was unable to test this criterion since BearingPoint's 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.	Satisfied	BellSouth's Average Response Time reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for January 2001, June 2001, and July 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-10-2	BearingPoint-calculated Average Response Time SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Average Response Time SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for January 2001, June 2001, and July 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-10-3	BellSouth's implemented calculations are consistent with the documented calculations for the Average Response Time SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Average Response Time SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-10-4	BellSouth's implemented exclusions are consistent with the documented exclusions for the Average Response Time SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Average Response Time SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to

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Test Reference	Evaluation Criteria	Result	Comments
			the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Collocation – Average Arrangement Time			
PMR5-10-5	BellSouth's Average Arrangement Time reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Average Arrangement Time reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for January 2001, June 2001, and July 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-10-6	BearingPoint-calculated Average Arrangement Time SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Average Arrangement Time SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for January 2001, June 2001, and July 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-10-7	BellSouth's implemented calculations are consistent with the documented calculations for the Average Arrangement Time SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Average Arrangement Time SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared it to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-10-8	BellSouth's implemented and documented exclusions for the Average Arrangement Time SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Average Arrangement Time SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Collocation – Percent of Due Dates Missed			
PMR5-10-9	BellSouth's Percent of Due Dates Missed reports are disaggregated	Satisfied	BellSouth's Percent of Due Dates Missed reports were disaggregated correctly and were complete.

Test Reference	Evaluation Criteria	Result	Comments
	correctly and are complete.		complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for January 2001, June 2001, and July 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-10-10	BearingPoint-calculated Percent of Due Dates Missed SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percent of Due Dates Missed SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for January 2001, June 2001, and July 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-10-11	BellSouth's implemented calculations are consistent with the documented calculations for the Percent of Due Dates Missed SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percent of Due Dates Missed SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-10-12	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percent of Due Dates Missed SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percent of Due Dates Missed SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Change Management – Timeliness of Change Management Notices			
PMR5-11-1	BellSouth's Timeliness of Change Management Notices reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Timeliness of Change Management Notices reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for December 2000, February 2001, and March 2001 and PMAP 4.0 reports for July 2002 data and found that the reports were

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Test Reference	Evaluation Criteria	Result	Comments
			complete and disaggregated correctly.
PMR5-11-2	BearingPoint-calculated Timeliness of Change Management Notices SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Timeliness of Change Management Notices SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for December 2000, February 2001, and March 2001 and PMAP 4.0 values for July 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-11-3	BellSouth's implemented calculations are consistent with the documented calculations for the Timeliness of Change Management Notices SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Timeliness of Change Management Notices SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-11-4	BellSouth's implemented exclusions are consistent with the documented exclusions for the Timeliness of Change Management Notices SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Timeliness of Change Management Notices SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	BellSouth's Change Management Notice of Average Delay Days reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for December 2000, February 2001, and March 2001 and PMAP 4.0 reports for August 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-11-6	BearingPoint-calculated Change Management Notice Average Delay Days SQM values agree	Satisfied	BellSouth-reported Timeliness of Change Management Notices SQM values matched BearingPoint-calculated values.

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Test Reference	Evaluation Criteria	Result	Comments
	Days SQM values agree with BellSouth-reported SQM values.		BearingPoint calculated PMAP 2.6 values for December 2000, February 2001, and March 2001 and PMAP 4.0 values for August 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-11-7	BellSouth's implemented calculations are consistent with the documented calculations for the Change Management Notice Average Delay Days SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Change Management Notice Average Delay Days SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-11-8	BellSouth's implemented exclusions are consistent with the documented exclusions for the Change Management Notice Average Delay Days SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Change Management Notice Average Delay Days. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Change Management – Timeliness of Documents Associated with Change			
PMR5-11-9	BellSouth's Timeliness of Documents Associated with Change reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Timeliness of Documents Associated with Change reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for December 2000, February 2001, and March 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-11-10	BearingPoint-calculated BellSouth's Timeliness of Documents Associated with Change SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Timeliness of Documents Associated with Change SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for December 2000, February 2001, and March 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values

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Test Reference	Evaluation Criteria	Result	Comments
			matched for this SQM.
PMR5-11-11	BellSouth's implemented calculations are consistent with the documented calculations for the BellSouth's Timeliness of Documents Associated with Change SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Timeliness of Documents associated with Change SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-11-12	BellSouth's implemented exclusions are consistent with the documented exclusions for the BellSouth's Timeliness of Documents Associated with Change SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Timeliness of Documents Associated with Change SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Change Management – Change Management Average Delay Days for Documentation			
PMR5-11-13	BellSouth's Change Management Average Delay Days for Documentation reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Change Management Average Delay Days for Documentation reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for December 2000, February 2001, and March 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-11-14	BearingPoint-calculated Change Management Average Delay Days for Documentation SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Change Management Average Delay Days for Documentation SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for December 2000, February 2001, and March 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-11-15	BellSouth's implemented calculations are consistent with the documented	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Change Management Average Delay Days

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Test Reference	Evaluation Criteria	Result	Comments
	calculations for the Change Management Average Delay Days for Documentation SQM.		Documentation SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-11-16	BellSouth's implemented exclusions are consistent with the documented exclusions for the Change Management Average Delay Days for Documentation SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Change Management Average Delay Days for Documentation SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
Change Management – Notification of CLEC Interface Outages			
PMR5-11-17	BellSouth's Notification of CLEC Interface Outages reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Notification of CLEC Interface Outages reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2001, June 2001, and August 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-11-18	BearingPoint-calculated Notification of CLEC Interface Outages SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Notification of CLEC Interface Outages SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2001, June 2001, and August 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-11-19	BellSouth's implemented calculations are consistent with the documented calculations for the Notification of CLEC Interface Outages SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Notification of CLEC Interface Outages SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them

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Test Reference	Evaluation Criteria	Result	Comments
			to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-11-20	BellSouth's implemented exclusions are consistent with the documented exclusions for the Notification of CLEC Interface Outages SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Notification of CLEC Interface Outages SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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 Processed Within 30 Business Days reports are disaggregated correctly and are complete.	Satisfied	BellSouth's Percentage of BFR/NBR Requests Processed Within 30 Business Days reports were disaggregated correctly and were complete. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2001, July 2001, and August 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-12-2	BearingPoint-calculated Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM values agree with BellSouth-reported SQM values.	Satisfied	BellSouth-reported Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2001, July 2001, and August 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-12-3	BellSouth's implemented calculations are consistent with the documented calculations for the Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM.	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics,

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Test Reference	Evaluation Criteria	Result	Comments
			Version 3.00 for this SQM.
PMR5-12-4	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
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.	Satisfied	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. BearingPoint reviewed the levels of disaggregation in BellSouth's PMAP 2.6 reports for May 2001, July 2001, and August 2001 and PMAP 4.0 reports for April 2002 data and found that the reports were complete and disaggregated correctly.
PMR5-12-6	BearingPoint-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.	Satisfied	BellSouth-reported Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM values matched BearingPoint-calculated values. BearingPoint calculated PMAP 2.6 values for May 2001, July 2001, and August 2001 and PMAP 4.0 values for April 2002 data and compared them to BellSouth-reported values. BearingPoint validated that all values matched for this SQM.
PMR5-12-7	BellSouth's implemented calculations are consistent with the documented calculations for the Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days	Satisfied	BellSouth's implemented calculations were consistent with the documented calculations for the Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM. BearingPoint reviewed BellSouth's computation instructions for both the PMAP 2.6 and 4.0 environments and compared them

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Test Reference	Evaluation Criteria	Result	Comments
	30, 60) Business Days SQM.		to the Florida Interim Performance Metrics, Version 3.00 for this SQM.
PMR5-12-8	BellSouth's implemented exclusions are consistent with the documented exclusions for the Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM.	Satisfied	BellSouth's implemented exclusions were consistent with the documented exclusions for the Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM. BearingPoint reviewed BellSouth's documented exclusions for both the PMAP 2.6 and 4.0 environments and compared them to the Florida Interim Performance Metrics, Version 3.00 for this SQM.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

There were 320 evaluation criteria considered for the Metrics Calculations Verification and Validation Review (PMR5). Three hundred and twenty (320) evaluation criteria have received a satisfied result.

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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 could 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, BearingPoint 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, BearingPoint retested the area as appropriate. If the retest was successful and no further problems were identified, BearingPoint 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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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.	Open	3/05/2001	
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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).	Closed	3/21/2001	2/19/2003
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
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.	Closed	4/04/2001	7/17/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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.	Closed	4/24/2001	6/26/2002
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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	
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
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	
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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 PPR 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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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	BearingPoint[1] 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).	Closed	10/03/2001	10/31/2002
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.	Closed	10/03/2001	4/2/2003
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

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[1] Effective October 2, 2002, KPMG Consulting, Inc. changed its name and brand to BearingPoint, Inc.

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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.	Closed	11/13/2001	12/11/2002
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	
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	
123	RMI	PPR1	BellSouth is not classifying Change Requests as defects in accordance with the BellSouth definition of a Defect.	Closed	11/30/2001	7/24/2002
124	Metrics	PMR4	BearingPoint cannot replicate the values for the "Ordering: Percent Flow-Through Service Requests (Detail)" Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000).	Closed	12/07/2001	10/31/2002

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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	
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.	Closed	1/20/2002	7/17/2002
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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.	Closed	2/06/2002	10/16/2002
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.	Closed	2/06/2002	10/16/2002
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.	Closed	2/06/2002	10/31/2002
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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	BearingPoint 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). BearingPoint found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Closed	2/22/2002	2/5/2002
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	BearingPoint 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). BearingPoint found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Closed	2/22/2002	12/11/2002
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
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	

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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	
162	OM	TVV1	BellSouth ordering documents do not provide adequate instructions for submitting orders for Centrex® service.	Open	4/26/2002	
163	Metrics	PMR5	BearingPoint cannot replicate the values in the "Ordering: LNP-Percent Rejected Service Requests" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). BearingPoint 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.	Closed	5/06/2002	1/8/2003
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.	Closed	5/20/2002	6/26/2002
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	
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.	Closed	5/20/2002	6/26/2002

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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.	Closed	5/31/2002	6/26/2002
170	OM	TVV1	BellSouth provides inconsistent and incomplete information on Missed Appointment (MA) responses for Resale, UNE-P, and UNE Loop service requests.	Closed	6/06/2002	6/26/2002
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	
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.	Closed	6/14/2002	7/18/2002
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 (SQMs) reports for the Test CLEC (April 2002).	Closed	6/17/2002	7/10/2002
174	Metrics	PMR4	KPMG Consulting found the values for the Completion Date field were inconsistent when comparing the Legacy/source extracts to the corresponding RADS snapshots for the WFAP system for data used in the calculation of certain Provisioning related Service Quality Measurements (SQMs).	Closed	6/25/2002	8/2/2002

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
175	Metrics	PMR4	BellSouth incorrectly excludes records during transfer of data between the Legacy extracts for the EDI system and the corresponding RADS Snapshots for data that is a component of the calculation of Ordering Service Quality Measurements (SQM) for February 2002 data.	Closed	6/25/2002	8/2/2002
176	Metrics	PMR4	BellSouth incorrectly excludes records during the transfer of data between the Legacy extracts for the LON system and the corresponding RADS Snapshots for data that go into the calculation of Ordering Service Quality Measurements (SQMs) for February 2002 data.	Closed	7/22/2002	8/21/2002
177	Metrics	PMR4	KPMG Consulting found that the average value for response intervals were different for certain categories when comparing the Legacy source extracts data to the corresponding RADS snapshots for the RNS system for data used in the calculation of the "Operation Support Systems (OSS): Average Response Time and Response Interval (Pre-Ordering/Ordering)" Service Quality Measurement (SQM) for March 2002 data.	Closed	7/26/2002	8/21/2002
178	Metrics	PMR4	BellSouth incorrectly excludes data between the snapshots and the data mart stages of the PMAP process used to calculate the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) for May 2002 data.	Closed	8/5/2002	1/22/2003
179	Metrics	PMR4	BellSouth incorrectly excludes data between the snapshots and the data mart stages of the PMAP process used to calculate the "Ordering: Acknowledgement Message Completeness" Service Quality Measurement (SQM) for May 2002 data.	Closed	8/5/2002	1/22/2003
180	Metrics	PMR5	BearingPoint 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). This exception was originally issued as Observation 206.	Closed	8/15/2002	12/11/2002

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
181	Metrics	PMR5	BearingPoint cannot replicate the values in the "Ordering: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual" Service Quality Measurement (SQM) report (April 2002). This exception was originally issued as Observation 213.	Closed	8/16/2002	10/16/2002
182	Metrics	PMR5		Closed	8/16/2002	1/8/2003
183	Metrics	PMR5	BearingPoint cannot replicate the values in the "Maintenance & Repair: Customer Trouble Report Rate" Service Quality Measurement (SQM) (April 2002). This exception was originally issued as Observation 214.	Closed	8/27/2002	1/8/2003
184	Metrics	PMR4	BellSouth's calculated durations for certain non-mechanized records for "Ordering: LNP – Reject Interval Distribution & Average Reject Interval" Service Quality Measurement (SQM) are inaccurate for May 2002 data.	Closed	8/28/2002	2/5/2003
185	Metrics	PMR4	BellSouth's calculated durations for certain non-mechanized records for the "Ordering: Local Number Portability (LNP) – Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval" Service Quality Measurement (SQM) are inaccurate for May 2002 data.	Closed	8/28/2002	2/5/2003
186	Metrics	PMR5	BearingPoint cannot replicate the values in the "Provisioning: Percent Provisioning Troubles within 30 Days of Provisioning (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (April 2002). This exception was originally issued as Observation 217.	Closed	9/3/2002	10/30/2002
187	Metrics	PMR4	BellSouth's calculated durations for certain fully mechanized records for "Ordering: Local Number Portability (LNP) – Reject Interval Distribution & Average Reject Interval" Service Quality Measurement (SQM) are inaccurate for June 2002 data.	Closed	9/3/2002	10/2/2002

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
188	Metrics	PMR4	BellSouth's calculated durations for certain fully mechanized records for "Ordering: Local Number Portability (LNP) – Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval" Service Quality Measurement (SQM) are inaccurate for June 2002 data.	Open	9/3/2002	
189	Metrics	PMR4	BellSouth's calculated durations for certain fully mechanized records for "Ordering: Firm Order Confirmation Timeliness" Service Quality Measurement (SQM) are inaccurate for June 2002 data.	Closed	9/3/2002	3/19/2003
190	Metrics	PMR5	BearingPoint cannot replicate the values in the "Provisioning: Average Completion Interval (OCI) and Order Completion Interval Distribution" Service Quality Measurement (SQM) for the CLEC Aggregate (May 2002).	Closed	9/3/2002	3/19/2003
191	Metrics	PMR4	BellSouth incorrectly excludes data between the RADS and the Datamart stages of the PMAP process that go into the calculation of the Interconnection Trunks for the "Ordering: Firm Order Confirmation Timeliness" Service Quality Measurement (SQM) for May 2002 data.	Open	9/3/2002	
192	Metrics	PMR4	BellSouth's calculated durations for certain fully mechanized records for "Ordering: Reject Interval" Service Quality Measurement (SQM) are inaccurate for June 2002 data.	Closed	9/3/2002	2/29/2003
193	Metrics	PMR5	BearingPoint cannot replicate the values in the "Provisioning: Coordinated Customer Conversions-Hot Cut Timeliness Percentage Within Interval and Average Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). BearingPoint 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. This exception was originally issued as Observation 185.	Closed	9/3/2002	3/5/2003

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
194	Metrics	PMR4	BellSouth's duration calculations for "Provisioning: Mean Held Order Interval and Distribution Intervals" Service Quality Measurement (SQM) are inaccurate for April 2002 data.	Closed	9/11/2002	4/2/2003
195	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the Competitive Local Exchange Carrier (CLEC) Aggregate (May 2002).	Closed	9/13/2002	12/11/2002
196	Metrics	PMR4	BellSouth incorrectly excludes data between the snapshots and the Datamart stages of the Performance Measurement Analysis Platform (PMAP) process used to calculate mechanized records for the "Ordering: Reject Interval" Service Quality Measurement (SQM) for May 2002 data.	Closed	9/13/2002	12/11/2002
197	Metrics	PMR4	BellSouth incorrectly excludes data between the snapshots and the Datamart stages of the Performance Measurement Analysis Platform (PMAP) process used in the calculation of the "Provisioning: Average Completion Notice Interval" Service Quality Measurement (SQM) for May 2002 data.	Closed	9/20/2002	3/19/2002
198	Metrics	PMR4	BellSouth incorrectly excludes data between the snapshots and the Datamart stages of the Performance Measurement Analysis Platform (PMAP) process that effect the calculation of "Maintenance & Repair: Maintenance Average Duration" Service Quality Measurement (SQM) for April 2002 data.	Closed	9/20/2002	4/2/2003
199	Metrics	PMR4	BellSouth's duration calculations for "Provisioning: Local Number Portability (LNP) - Total Service Order Cycle Time (TSOCT)" Service Quality Measurement (SQM) are inaccurate for May 2002 data.	Closed	9/24/2002	4/2/2003
200	Metrics	PMR4	The datasets used to produce SQM reports for the "Provisioning: Percent Completions/Attempts Without Notice or less than 24 Hours Notice" Service Quality Measurement (SQM) for April 2002 are incorrect.	Closed	9/30/2002	4/2/2003

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
201	Metrics	PMR5	BearingPoint cannot replicate the values in the "Provisioning: LNP-Percent Missed Installation Appointments" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2002). This exception was originally issued as Observation 220.	Closed	10/7/2002	4/2/2003
202	Metrics	PMR4	BellSouth's duration calculations for "Provisioning: Total Service Order Cycle Time (TSOCT)" Service Quality Measurement (SQM) are inaccurate for April 2002 data.	Closed	10/17/2002	4/2/2003
203	Metrics	PMR5	BearingPoint cannot replicate the values in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" Service Quality Measurement (SQM) report for the Competitive Local Exchange Carrier (CLEC) Aggregate (July 2002). This exception was originally issued as Observation 221.	Closed	10/22/2002	12/11/2002
204	Metrics	PMR4	BellSouth incorrectly excludes data between the snapshots and the Datamart stages of the Performance Measurement Analysis Platform (PMAP) process used to calculate xDSL records for the "Ordering: Percent Rejected Service Requests" Service Quality Measurement (SQM) for July 2002 data.	Closed	11/4/2002	3/19/2003
205	Metrics	PMR4	BellSouth incorrectly excludes data between the snapshots and the Datamart stages of the Performance Measurement Analysis Platform (PMAP) process used to calculate xDSL records for the "Ordering: Firm Order Confirmation and Reject Response Completeness" Service Quality Measurement (SQM) for July 2002 data.	Closed	11/4/2002	3/19/2003
206	Metrics	PMR5	BearingPoint cannot replicate the values in the "Provisioning: Percent Missed Installation Appointments" Service Quality Measurement (SQM) report for the Competitive Local Exchange Carrier (CLEC) Aggregate (April 2002). BearingPoint found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM. This exception was originally issued as Observation 210.	Closed	11/19/2002	3/19/2003

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
207	Metrics	PMR5	BearingPoint cannot replicate the values in the "Provisioning: Average Completion Notice Interval" Service Quality Measurement (SQM) report for the Competitive Local Exchange Carrier (CLEC) Aggregate (August 2001). This exception was originally issued as Observation 176.	Closed	11/21/2002	4/2/2003
208	Metrics	PMR4	BellSouth's duration calculations for the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) are inaccurate for November 2002 data.	Closed	1/10/2003	3/19/2003
209	Metrics	PMR5	BearingPoint has found that BellSouth's implemented metrics calculations for the "Provisioning: Percent Provisioning Troubles within 30 Days of Service Order Completion" Service Quality Measurement (SQM) are inconsistent with the documented metrics calculations. This Exception was initially issued as Observation 222.	Closed	1/28/2003	4/2/2003
210	Metrics	PMR4	BearingPoint is unable to verify the validity of records between source and target datasets for the "Ordering: Percent Rejected Service Requests (Trunks)" and "Ordering: Reject Interval (Trunks)" Service Quality Measurements (SQMs) for January 2003 data.	Open	3/31/2003	
211	Metrics	PMR4	BellSouth incorrectly excludes records from the dataset for the "Ordering: Firm Order Confirmation and Reject Response Completeness (Trunks)" Service Quality Measurement (SQM) for January 2003 data.	Open	3/31/2003	

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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 BearingPoint, 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, BearingPoint 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, BearingPoint retested the area as appropriate. If the retest was successful and no further problems were identified, BearingPoint recommended closure of the Observation to the FPSC. With the concurrence of the FPSC, the Observation was closed. If an Observation was not resolved, the cycle continued until closure was reached, no further action was warranted, or the FPSC specifically exempted the observation from further testing.

BearingPoint 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, BearingPoint 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

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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	PMR5	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	PMR5	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

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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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
17	Metrics	PMR5	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	PMR5	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	PMR5	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	PMR5	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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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	
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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	6/19/2002
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	
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

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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.	Closed	8/31/2001	6/19/2002
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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	
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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 is contradictory.	Closed	11/14/2001	2/13/2002
135	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.	Closed	11/14/2001	6/26/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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	

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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
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.	Closed	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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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 Measurement (SQM) report for the Test CLEC (July 2001).	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.	Closed	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.	Closed	3/04/2002	6/26/2002
173	OM	TVV1	KPMG Consulting has not received timely address validation query (AVQ) pre-orders submitted via the Telecommunications Access Gateway.	Closed	3/18/2002	6/26/2002
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

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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	4/24/2002
176	Metrics	PMR5	BearingPoint[2] cannot replicate the values in the Provisioning: Average Completion Notice Interval Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). BearingPoint found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 207	3/19/2002	12/11/2002
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
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.	Closed	4/05/2002	6/26/2002
181	Billing	TVV11	BellSouth's published business rule for calculating fractional charges does not yield correct results.	Closed	4/08/2002	5/01/2002

[2] Effective October 2, 2002, KPMG Consulting, Inc. changed its name and brand to BearingPoint, Inc.

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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.	Escalated to Exception 193	4/23/2002	9/18/2002
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.	Closed	4/23/2002	6/26/2002
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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 Guide[3] is inconsistent with the BellSouth Pre-Order Business Rules[4] 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
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

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[3] Telecommunications Access Gateway API Reference Guide, Part B, Issue 2, February 2002, Release 7.7.1.3.

[4] 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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
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.	Escalated to Exception 182	4/26/2002	8/21/2002
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.	Closed	5/02/2002	7/10/2002
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	
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	
200	Metrics	PMR5	BearingPoint 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.	Closed	5/20/2002	10/16/2002
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

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ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
202	Billing	PPR10	BellSouth's publicly available documentation contains different target billing dispute resolution intervals and invalid website links.	Closed	5/31/2002	7/24/2002
203	Billing	TVV11	When disconnecting an account, BellSouth credits an additional cent for the fractional charge associated with the USOC NPU.	Closed	6/05/2002	6/19/2002
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.	Closed	6/06/2002	9/18/2002
205	RMI	PPR1	BellSouth fails to provide documentation to CLECs for all applicable business rules related to pre-order queries.	Closed	6/11/2002	6/26/2002
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).	Escalated to Exception 180	6/17/2002	8/21/2002
207	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) report for the CLEC Aggregate (April 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.	Closed	7/10/02	7/24/2002
208	Metrics	PMR5	KPMG Consulting cannot replicate the values for the "E911: Mean Interval" Service Quality Measurement (SQM) report (April 2002).	Closed	7/10/02	7/24/2002
209	Billing	TVV11	BellSouth is continuing to bill line sharing monthly recurring charges to KPMG Consulting Test CLEC on circuits for which line sharing has migrated to another CLEC.	Open	7/10/02	

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
210	Metrics	PMR5	BearingPoint cannot replicate the values in the "Provisioning: Percent Missed Installation Appointments (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (April 2002). BearingPoint found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 206	7/15/02	12/11/2002
211	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Missed Repair Appointments" Service Quality Measurement (SQM) report for the CLEC Aggregate (April 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.	Closed	7/15/02	8/2/2002
212	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Out of Service > 25 Hours" Service Quality Measurement (SQM) report for the CLEC Aggregate (April 2002). KPMG Consulting found the BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Closed	7/15/02	8/2/2002
213	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual" Service Quality Measurement (SQM) report (April 2002).	Escalated to Exception 181	7/19/02	8/21/2002
214	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Customer Trouble Report Rate" Service Quality Measurement (SQM) (April 2002).	Escalated to Exception 183	8/5/02	9/4/2002
215	Metrics	PMR5	BearingPoint cannot replicate the values in the "Ordering: Firm Order Confirmation (FOC) and Reject Response Completeness" Service Quality Measurement (SQM) report for the CLEC Aggregate (April 2002). BearingPoint found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Closed	8/20/02	10/2/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
216	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Operator Services and Directory Assistance (OS/DA): Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)" and the "Operator Services and Directory Assistance (OS/DA): Speed to Answer Performance/Percent Answered within "X" Seconds – Toll" Service Quality Measurement (SQM) reports for the CLEC Aggregate (April 2002).	Closed	8/20/02	9/18/2002
217	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Percent Provisioning Troubles within 30 Days of Provisioning (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (April 2002).	Escalated to Exception 186	8/20/02	9/18/2002
218	Metrics	PMR5	BearingPoint cannot replicate the values in the "Ordering: Percent Rejected Service Requests (Non-Trunks)" Service Quality Measurement (SQM) report (April 2002).	Closed	8/27/02	10/16/2002
219	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Billing: Usage Data Delivery Accuracy" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2002).	Closed	9/3/02	9/18/2002
220	Metrics	PMR5	BearingPoint cannot replicate the values in the "Provisioning: Local Number Portability (LNP) -Percent Missed Installation Appointments" Service Quality Measurement (SQM) report for the Competitive Local Exchange Carrier (CLEC) Aggregate (May 2002).	Escalated to Exception 201	9/20/02	10/16/2002
221	Metrics	PMR5	BearingPoint 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 (July 2002).	Escalated to Exception 203	10/1/02	10/30/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
222	Metrics	PMR5	BearingPoint has found that BellSouth's implemented metrics calculations for the "Provisioning: Percent Provisioning Troubles within 30 Days of Service Order Completion" Service Quality Measurement (SQM) are inconsistent with the documented metrics calculations.	Escalated to Exception 209	12/7/02	2/5/2003

BearingPoint

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