

Appendix D

Exception List and Status

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Exception List and Status (Appendix D)

Exceptions were used as an early warning process to notify the Florida Public Service Commission (FPSC), BellSouth, ALECs and other involved parties of a significant deficiency identified during the OSS test that was not expected to satisfy one or more of the defined test evaluation criteria if not corrected before conclusion of the test. Exceptions were issued where a component of the OSS did not function as described in BellSouth practices, procedures, policies, systems or other documentation and where the impact would seriously impede an ALEC from competing on a level playing field. Such a deficiency related to specific evaluation criteria for a given test and if not corrected, would result in a “Not Satisfied” at test completion.

Exceptions provided BellSouth with a formal means of obtaining information about these deficiencies immediately after identification so that corrective action plans could be initiated, and, if possible, completed before publication of the final report. Prior to release of an Exception, KPMG Consulting conducted a thorough investigation of the situation including management review and authorization. The FPSC’s website provided public access to information about Exceptions. In addition, the FPSC facilitated formal weekly discussions between involved parties to allow for timely exchange of information including status of corrective action plans. Once received, the formal BellSouth written response was posted to the FPSC sponsored website. If in the response to the Exception, BellSouth made a change to a process, system, or documentation, KPMG Consulting retested the area as appropriate. If the retest was successful and no further problems were identified, KPMG Consulting recommended closure of the Exception to the FPSC. With the concurrence of the FPSC, the Exception was closed. If an Exception was not resolved, the cycle continued until closure was reached, no further action was warranted, or the FPSC specifically exempted the Exception from further testing.

The table below lists each Exception issued during the BellSouth OSS test and its status at test completion.

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
1	RMI	PPR5	BellSouth’s electronic data interchange (EDI) test environment is inadequate for testing of a CLEC’s EDI interface. The EDI test environment does not allow a CLEC to fully test Local Number Portability (LNP) without the use of live customers.	Closed	7/26/2000	11/09/2000
2	RMI	PPR5	Inconsistencies and omissions in the BellSouth EDI Specifications Guide (EDI Specifications) and the BellSouth Rules for Local Ordering – OSS99 (Business Rules) prevent the development of an EDI interface between BellSouth and a CLEC.	Closed	8/02/2000	2/08/2001
3	RMI	PPR5	The test cases BellSouth provides a CLEC for electronic data interchange (EDI) end-to-end testing are either incomplete or incorrect.	Closed	8/04/2000	11/09/2000

ID #	Domain	Test #	Description	Status	Date	Date Closed
4	RMI	PPR2	BellSouth does not have documented procedures for interaction with CLECs during the account establishment and management process.	Closed	8/08/2000	7/19/2001
5	RMI	PPR1	BellSouth does not follow their documented process of providing proper time intervals when posting documentation changes.	Closed	8/17/2000	1/18/2001
6	RMI	PPR5	BellSouth lacks an appropriate process, methodology and a robust test environment for testing of the electronic data interchange (EDI) interface.	Closed	9/21/2000	3/21/2002
7	RMI	PPR5	BellSouth does not have sufficient, publicly available, documentation that provides information to a CLEC about how to establish physical connectivity with the Electronic Communications Trouble Administration (ECTA) interface.	Closed	10/3/2000	6/22/2001
8	RMI	PPR5	Bell South lacks a consistent and documented process to enable a CLEC to independently develop an Electronic Communications Trouble Administration (ECTA) interface.	Closed	10/10/2000	8/16/2001
9	RMI	PPR4	BellSouth does not have documented procedures for the CLEC training management practices and program administration.	Closed	11/14/2000	4/05/2001
10	Metrics	PMR5	KPMG Consulting has found that BellSouth's implemented metrics calculations for the "Ordering: Local Number Portability (LNP) – Reject Interval" Service Quality Measurement report (May 2000) are inconsistent with the documented metrics calculations.	Closed	12/04/2000	5/22/2002
11	Metrics	PMR5	KPMG Consulting has found that BellSouth's implemented metrics calculations for the Ordering: Local Number Portability (LNP) Firm Order Confirmation Timeliness Service Quality Measurement report (May 2000) are inconsistent with the documented metrics calculations.	Closed	12/04/2000	9/13/2001
12	RMI	PPR1	BellSouth does not adhere to the procedures for System Outages (Type 1) established in the BellSouth Change Control Process, version 2.0.	Closed	2/14/2001	1/31/2002
13	Billing	TVV10	BellSouth failed to deliver at least 95% of Daily Usage File (DUF) records within six calendar days following the date the calls were placed.	Closed	2/27/2001	1/31/2002

ID #	Domain	Test #	Description	Status	Date	Date Closed
14	Metrics	PMR1	BellSouth has inconsistent retention periods for the unprocessed data that is required to calculate LNP (Local Number Portability) Service Quality Measurements.	Closed	2/27/2001	6/22/2001
15	Metrics	PMR5	KPMG Consulting cannot determine whether BellSouth is producing complete Service Quality Measurement (SQM) reports, as ordered by the FPSC, for the Metrics Calculations Verification and Validation Review test due conflicting information in the public order from the Florida Public Service Commission.	Closed	3/05/2001	8/16/2001
16	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9K, does not offer CLECs the ability to submit an order for the partial migration of a customer's unbundled (UNE) loops.	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
21	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) – Percent Rejected Service Requests" Service Quality Measurement (SQM) report for the CLEC Aggregate (January 2001). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Closed	3/12/2001	5/24/2001

ID #	Domain	Test #	Description	Status	Date	Date Closed
22	Metrics	PMR5	KPMG Consulting cannot replicate the values in the “Provisioning: Local Number Portability (LNP) – Disconnect Timeliness Interval & Average Disconnect Timeliness Interval” Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth’s instructions are insufficient for calculating the metrics values for this SQM.	Closed	3/12/2001	2/28/2002
23	RMI	PPR1	The distribution of Carrier Notification information associated with the BellSouth Change Control Process is not adequate. Furthermore, in BellSouth’s implementation of the process, significant information is not included in the Carrier Notifications.	Closed	3/12/2001	8/02/2001
24	Metrics	PMR5	KPMG Consulting cannot replicate the values in the “Provisioning: Local Number Portability (LNP) – Total Service Order Cycle Time” Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth’s instructions are insufficient for calculating the metrics values for this SQM.	Closed	3/12/2001	5/24/2001
25	RMI	PPR5	BellSouth does not have public documentation available for CLECs to correlate the available version(s) of the Telecommunications Access Gateway (TAG) interface with either the BellSouth Business Rules for Local Ordering OSS 99 or the BellSouth Pre-Order Business Rules.	Closed	3/12/2001	6/22/2001
26	RMI	PPR1	BellSouth does not have a clearly defined process for addressing the expedited release of BellSouth documentation defects.	Closed	3/12/2001	6/14/2001
27	Metrics	PMR5	KPMG Consulting cannot replicate the values in the “Provisioning: Troubles Within 30 Days of Provisioning (Non-Trunks)” Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000).	Closed	3/12/2001	2/13/2002
28	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS99, Issue 9K, provides ambiguous information on conditional usage notes of the LOCACT field, a conditional field on the EU form when submitted via the Telecommunications Access Gateway (TAG) interface.	Closed	3/12/2001	5/24/2001

ID #	Domain	Test #	Description	Status	Date	Date Closed
29	Billing	TVV10	BellSouth improperly populates the “ToNumber” field in the related Daily Usage File (DUF) record for customer service calls (611 calls) placed from telephone numbers within the “407” area code.	Closed	3/12/2001	7/19/2001
30	Billing	TVV10	BellSouth has improperly populated the “ToNumber” field in the Access Daily Usage File (ADUF) records for certain long distance calls.	Closed	3/12/2001	7/19/2001
31	Billing	TVV10	BellSouth failed to deliver Daily Usage File (DUF) records for toll free calls.	Closed	3/12/2001	7/19/2001
32	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9K, provides information inconsistent with the system responses being generated in reference to the Carrier Identification Code field, a conditional field on the Local Service Request form.	Closed	3/12/2001	7/19/2001
33	OM	TVV3	BellSouth Flow-Through documentation is incomplete and inconsistent, specifically the Flow-Through Ordering Matrix, Flow-Through Parameters, and the BellSouth Service Quality Measurement Plan LSR Flow-Through Matrix.	Closed	3/12/2001	7/19/2001
34	OM	PPR8	BellSouth does not have detailed and fully documented guidelines for Customer Support Manager interaction with CLECs during the ordering process.	Closed	3/13/2001	6/14/2001
35	RPM	PPR14	BellSouth processes for responding to customer requests for earlier appointments in the CWINS Center differ from those in the Small Business Telecommunications Center resulting in a disparity in service between wholesale and retail.	Closed	3/21/2001	1/17/2002
36	Metrics	PMR4	BellSouth does not properly construct the processed data used to validate certain Ordering Service Quality Measurements (Ordering: FOC timeliness {non-trunks} and Reject interval).	Open	3/21/2001	
37	Billing	PPR10	BellSouth’s Billing Work Center lacks a formal process for identifying and planning for variations in the level of staff required to support work load for the Billing Work Center/Help Desk.	Closed	3/22/2001	12/13/2001

ID #	Domain	Test #	Description	Status	Date	Date Closed
38	RPM	TVV8	BellSouth's Electronic Communications Trouble Administration (ECTA) system failed to process correctly following an outage and re-initialization.	Closed	3/27/2001	3/14/2002
39	OM	TVV1	A Local Service Office (LSO) field is not provided in the LENS interface where required for Port/Loop request types per BellSouth Business Rules for Local Ordering - OSS99, Issue 9K.	Closed	3/29/2001	7/26/2001
40	OM	TVV1	The Local Exchange Navigation System (LENS) interface does not consistently address service requests for ISDN UNE loops.	Closed	4/03/2001	8/23/2001
41	OM	TVV1	BellSouth does not consistently apply its Universal Service Order Code (USOC) business rules to requests for Unbundled Network Switched Combinations (REQTYP M).	Closed	4/04/2001	9/28/2001
42	OM	TVV1	The Telecommunications Access Gateway (TAG) interface does not accurately implement the End User information requirements contained in The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9L.	Closed	4/04/2001	2/28/2002
43	Billing	TVV11	BellSouth Resale bills fail to reflect usage charges for calls made by KPMG Consulting during the course of the Functional Usage Evaluation.	Closed	4/04/2001	2/14/2002
44	Billing	TVV11	BellSouth issued CABS bills, which reflect incorrect quantities for Unbundled Switching and Transport usage.	Closed	4/04/2001	7/17/2002
45	OM	TVV1	BellSouth Business Rules for Local Ordering - OSS99, Issue 9L, contains inconsistent and incomplete instructions necessary for Competitive Local Exchange Carriers (CLECs) to access and use BellSouth's systems.	Closed	4/12/2001	12/05/2001
46	OM	TVV1	The Telecommunications Access Gateway (TAG) and the Electronic Data Interchange (EDI) interfaces do not accurately apply the BellSouth Business Rules for Local Ordering – OSS '99, Issue 9L in relation to the Directory Listing (DL) form requirements.	Closed	4/12/2001	8/23/2001
47	Billing	TVV11	KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices.	Closed	4/17/2001	8/16/2001

ID #	Domain	Test #	Description	Status	Date	Date Closed
48	RPM	PPR9	BellSouth appears not to have formal and documented processes for capacity management in several functional centers that are involved in the provisioning of retail, resale and wholesale orders.	Closed	4/17/2001	8/09/2001
49	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9L , does not define a process for an unbundled loop (REQTYP A) service migration (ACT V) request from one CLEC to another CLEC.	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
54	OM	TVV1	KPMG Consulting has not received timely mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.	Closed	5/02/2001	3/14/2002
55	OM	TVV1	Loop Conversions via LENS interface are receiving errors that are inconsistent with BellSouth Business Rules for Local Ordering - OSS99, Issue 9K.	Closed	5/10/2001	8/23/2001
56	Metrics	PMR5	KPMG Consulting has found that BellSouth's implemented metrics calculations for the "Ordering: Reject Interval (Trunks)" SQM report (March 2001) are inconsistent with the documented metrics calculations.	Closed	5/10/2001	7/26/2001
57	OM	PPR8	BellSouth does not have detailed guidelines for CLEC interaction with the Complex Resale Support Group (CRSG) during the ordering process.	Closed	5/10/2001	11/29/2001

ID #	Domain	Test #	Description	Status	Date	Date Closed
58	OM	TVV1	KPMG Consulting has not received timely mechanized rejects from BellSouth's Robust Telecommunications Access Gateway (ROBOTAG) interface.	Closed	5/14/2001	8/16/2001
59	Metrics	PMR2	KPMG Consulting has found that BellSouth's stated Business Rules in the Florida Interim Performance Metrics document for the "Operations Support Systems: Interface Availability (Pre-Ordering)" and "Operations Support Systems: Interface Availability (Maintenance & Repair)" Service Quality Measurements (SQMs) are ambiguous.	Closed	5/16/2001	7/19/2001
60	Billing	TVV11	BellSouth failed to cease billing on disconnected auxiliary lines.	Closed	5/21/2001	12/13/2001
61	OM	TVV1	KPMG Consulting has not received timely functional acknowledgements from BellSouth's Electronic Data Interchange (EDI) interface.	Withdrawn	5/22/2001	Withdrawn 7/12/2001
62	Billing	TVV11	BellSouth bills reflect a rate for a Service Order Mechanized Charge that is inconsistent with the rate contained in the Interconnection Agreement (IA) between BellSouth Telecommunications and the KPMG CLEC.	Closed	5/23/2001	5/22/2002
63	RPM	TVV8	The BellSouth Electronic Communication Trouble Administration (ECTA) system failed to appropriately process 'enterTroubleReport' transactions.	Closed	5/24/2001	1/17/2002
64	OM	TVV1	BellSouth Business Rules for Local Ordering - OSS99, Issue 9M, contains inconsistent instructions necessary for Competitive Local Exchange Carriers (CLECs) to access and use BellSouth's systems.	Closed	5/24/2001	11/29/2001
65	RMI	PPR2	The BellSouth Account Management Team does not have processes or documentation related to CLEC Collocation.	Closed	5/31/2001	11/29/2001
66	OM	TVV1	BellSouth's Unbundled Dedicated Transports EELs CLEC Information Package and BellSouth's Unbundled Dedicated Transports - Non-Switched Combinations CLEC Information Package do not provide accurate information that identify applicable Network Code (NC) and Secondary Network Code (SECNCI) for loop (PREQTYP A) service requests.	Closed	6/07/2001	8/16/2001

ID #	Domain	Test #	Description	Status	Date	Date Closed
67	RMI	PPR2	The Account Establishment and Management Process does not have defined processes or documentation related to the management of CLEC billing issues and activities.	Closed	6/07/2001	11/29/2001
68	OM	TVV1	BellSouth has no record of xDSL Local Service Requests (LSRs) that were submitted by KPMG Consulting via the Electronic Data Interchange (EDI) interface.	Closed	6/12/2001	11/29/2001
69	OM	TVV1	BellSouth does not provide an accurate method for assigning the Universal Service Order Code (USOC) to request BellSouth's Operator Services & Directory Assistance (OS/DA) Branding feature.	Closed	6/12/2001	11/29/2001
70	OM	TVV1	KPMG Consulting did not receive responses to orders sent via facsimile (fax) to the Local Carrier Service Center (LCSC).	Closed	6/12/2001	2/07/2002
71	OM	TVV1	KPMG Consulting has not received timely customer service record (CSR) pre-orders submitted via the Telecommunications Access Gateway.	Closed	6/28/2001	11/29/2001
72	OM	TVV2	KPMG Consulting has not received responses to multiple Local Service Requests (LSRs) submitted to BellSouth via facsimile (fax).	Closed	6/28/2001	3/14/2002
73	OM	TVV1	BellSouth is providing error and rejection responses that are inconsistent with the BellSouth Business Rules for Local Ordering - OSS99, for conversion requests for ISDN-BRI Resale service.	Closed	6/28/2001	8/23/2001
74	OM	TVV1	The RoboTAG interface does not provide access to fields that are required for non-designed loop service disconnect (REQTYP A / ACT D) and for ISDN BRI resale service disconnect (REQTYP E / ACT D) requests.	Closed	6/28/2001	4/17/2002
75	OM	TVV1	BellSouth's error responses are inconsistent with the BellSouth Business Rules for Local Ordering, OSS99, in reference to conversions of Retail, Resale, and UNE-P accounts to Line Sharing accounts (Request type A/ Activity Type V).	Closed	6/28/2001	5/29/2002
76	RPM	TVV4	BellSouth failed to provision disconnect orders properly with the expected intercept recording message.	Closed	6/28/2001	6/19/2002

ID #	Domain	Test #	Description	Status	Date	Date Closed
77	OM	TVV1	BellSouth Local Service Request (LSR) rejection messages are inconsistent with the BellSouth Business Rules for Local Ordering, OSS99 for designed UNE Loop with Number Portability service requests via the Telecommunications Access Gateway (TAG).	Closed	6/28/2001	1/09/2002
78	Metrics	PMR3	KPMG Consulting has found that BellSouth's implemented Metrics change control process is inconsistent with its documented Metrics change control process.	Closed	6/28/2001	9/13/2001
79	Billing	TVV10	BellSouth failed to deliver Daily Usage File (DUF) records for customer service calls (611) to the "561" & "850" area codes.	Closed	7/05/2001	11/08/2001
80	OM	TVV1	BellSouth Local Service Request (LSR) rejection messages are inconsistent with the BellSouth Business Rules for Local Ordering, OSS99 in reference to orders requesting an inside move for DS1 accounts.	Closed	7/05/2001	12/31/2001
81	Metrics	PMR2	KPMG Consulting has found that BellSouth's stated Business Rules in the Florida Interim Performance Metrics document for the "Change Management: Notification of CLEC Interface Outages Service Quality Measurement (SQM) are ambiguous.	Closed	7/10/2001	10/24/2001
82	RPM	TVV4	BellSouth's systems have not updated the directory listing databases on the completion date of the completion notice.	Closed	7/10/2001	1/17/2002
83	Billing	TVV10	BellSouth delivered duplicate Daily Usage File (DUF) records.	Closed	7/10/2001	2/14/2002
84	RPM	TVV4	BellSouth failed to use the proper codes when provisioning switch translations.	Open	7/10/2001	
85	OM	TVV1	KPMG Consulting has not received timely mechanized Resale Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.	Closed	7/10/2001	1/17/2002
86	OM	TVV3	KPMG Consulting did not receive flow through Firm Order Confirmations (FOC) on Local Service Requests (LSR) submitted electronically via the mechanized ordering process.	Closed	7/16/2001	6/12/2002

ID #	Domain	Test #	Description	Status	Date	Date Closed
87	OM	TVV1	BellSouth's Telecommunications Access Gateway (TAG) interface experiences various backend resource limitation exceptions that affect the transmission of local service requests and pre-order queries.	Closed	7/16/2001	5/29/2002
88	RMI	PPR1	The BellSouth Change Control Prioritization Process does not allow CLECs to prioritize all Change Requests that effect CLEC business.	Open	7/20/2001	
89	OM	TVV1	BellSouth's Local Exchange Navigation System (LENS) 9.2 is inconsistent with the BellSouth Business Rules for Local Ordering, OSS99, issue 9M.	Closed	7/20/2001	1/09/2002
90	OM	TVV1	KPMG Consulting did not receive timely Non-Mechanized Firm Order Confirmations (FOCs) from BellSouth via fax and electronic mail.	Closed	7/20/2001	6/05/2002
91	OM	TVV1	KPMG Consulting has not received timely partially mechanized rejects from BellSouth's Electronic Data Interchange (EDI) interface.	Withdrawn	7/27/2001	Withdrawn 9/06/2001
92	OM	TVV1	KPMG Consulting has not received timely partially mechanized Firm Order Confirmations (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 Confirmations (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

ID #	Domain	Test #	Description	Status	Date	Date Closed
98	OM	TVV1	BellSouth has transmitted Completion Notices (CN) using an incorrect Transaction Set (ST) via the Electronic Data Interchange (EDI) interface.	Closed	8/09/2001	1/24/2002
99	OM	TVV2	KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Electronic Data Interchange (EDI) interface.	Closed	8/22/2001	12/09/2001
100	OM	TVV1	KPMG Consulting has not received timely mechanized Unbundled Network Elements – Loop (UNE-L) Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface. This exception was originally issued as Observation 101.	Closed	8/24/2001	2/17/2002
101	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Total Service Order Cycle Time Service Quality Measurement (SQM) report for the CLEC Aggregate (January 2001). This exception was originally issued as Observation 57.	Closed	8/24/2001	5/29/2002
102	OM	TVV1	The RoboTAG interface fails to provide Miscellaneous Account Numbers (MANs) for all cities in Florida.	Closed	8/24/2001	1/17/2002
103	OM	PPR8	BellSouth does not have documented guidelines for CLEC interaction with the Local Carrier Service Center (LCSC) Fleming Island Call Center.	Closed	8/28/2001	3/14/2002
104	OM	TVV2	KPMG Consulting has not received timely responses for the pre-order queries, Appointment Availability (AAQ), Address Validation (AVQ), Address Validation by Telephone Number (AVQ_TN), Customer Service Record (CSRQ), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Robust Telecommunications Access Gateway (RoboTAG) Web Interface.	Closed	8/28/2001	11/29/2001
105	OM	TVV1	KPMG Consulting has not received responses to several Local Service Requests (LSRs) using the Electronic Data Interchange (EDI) interface.	Closed	8/29/2001	1/17/2002
106	RMI	PPR1	The BellSouth IT Team does not have criteria to develop the scope of a Release Package.	Closed	8/29/2001	2/14/2002

ID #	Domain	Test #	Description	Status	Date	Date Closed
107	OM	TVV2	KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Telecommunications Access Gateway (TAG) interface.	Closed	8/24/2001	1/23/2002
108	OM	TVV2	KPMG Consulting has not received timely responses for the pre-order queries Appointment Availability (AAQ), Address Validation (AVQ), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Telecommunications Access Gateway (TAG).	Withdrawn	8/28/2001	Withdrawn 10/11/2001
109	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).	Closed	9/06/2001	4/24/2002
110	OM	PPR8	BellSouth does not have adequate guidelines for call tracking and resolution at its Local Carrier Service Center (LCSC).	Closed	9/18/2001	5/08/2002
111	Billing	TVV11	BellSouth's policy of retaining Resale call detail for 30 days after the bill period date is inadequate for bill reconciliation and claims investigation.	Closed	9/28/2001	1/31/2002
112	RPM	TVV4	BellSouth's systems or representatives have not consistently provisioned service and features as specified in orders submitted by KPMG Consulting.	Closed	9/28/2001	6/19/2002
113	Metrics	PMR4	KPMG Consulting has found that BellSouth does not capture xDSL transactions, which are processed through Corporate Order Gateway (COG), for the "Ordering: Percent Flow-Through Service Requests (Summary)" and "Ordering: Percent Flow-Through Service Request (Detail)" Service Quality Measurements (SQMs).	Open	10/03/2001	
114	Metrics	PMR4	BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process that go into the calculation of the fully mechanized and partially mechanized orders for the "Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.	Open	10/03/2001	

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115	Metrics	PMR5	KPMG Consulting has found that BellSouth's implemented metrics exclusions for the "Operations Support Systems: Loop Makeup – Response Time – Manual" Service Quality Measurement (SQM) report (May 2001) are inconsistent with the documented metrics exclusions.	Closed	10/12/2001	11/07/2001
116	OM	TVV2	BellSouth representatives did not provide expected responses to Local Service Requests (LSRs) submitted by KPMG Consulting via facsimile (fax).	Closed	11/01/2001	6/19/2002
117	OM	TVV1	KPMG Consulting has not received manual Firm Order Confirmations (FOC) on orders that have been assigned a Completed (CP) or Pending (PD) Status in BellSouth's Customer Service Order Tracking System (CSOTS).	Closed	10/31/2001	5/22/2002
118	OM	TVV2	KPMG Consulting has received invalid responses for pre-order queries submitted via the Telecommunications Access Gateway (TAG) interface.	Closed	11/07/2001	1/17/2002
119	Metrics	PMR3	KPMG Consulting has discovered that BellSouth is not adhering to the documented metrics change control process for tracking changes in TeamConnection.	Closed	11/07/2001	5/15/2002
120	Metrics	PMR4	BellSouth incorrectly excludes data between Barney snapshots and NODS stages of the PMAP process that go into the calculation of the fully mechanized and partially mechanized orders for the "Ordering: Percent Rejected Service Requests (Non-Trunks)" Service Quality Measurement for June 2001 data.	Open	11/13/2001	
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

ID #	Domain	Test #	Description	Status	Date	Date Closed
124	Metrics	PMR5	KPMG Consulting cannot replicate the values for the “Ordering: Percent Flow-Through Service Requests (Detail)” Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000).	Open	12/07/2001	
125	Metrics	PMR4	BellSouth incorrectly includes multiple instances of the same Service Order Number in NODS for the “Provisioning: Average Completion Notice Interval (ACNI)” Service Quality Measurement (SQM) for June 2001 data.	Closed	12/07/2001	2/14/2002
126	OM	TVV2	KPMG Consulting has not received timely mechanized rejects and auto-clarifications from BellSouth’s Electronic Data Interchange (EDI) interface.	Closed	12/17/2001	1/17/2002
127	OM	TVV2	KPMG Consulting was unable to transmit pre-orders through the Local Exchange Navigation System.	Closed	12/19/2001	2/14/2002
128	RMI	PPR5	BellSouth does not support Pre-Order testing in the CLEC Application Verification Environment (CAVE).	Closed	12/17/2001	6/19/2002
129	OM	TVV1	KPMG Consulting has not received timely partially mechanized Firm Order Confirmations (FOCs) from BellSouth’s Local Exchange Navigation System (LENS) interface.	Closed	1/03/2002	5/29/2002
130	RPM	TVV4	BellSouth’s systems or representatives did not consistently provision service in a timely manner for orders submitted by KPMG Consulting. This Exception was originally issued as Observation 141.	Closed	1/03/2002	5/15/2002
131	OM	TVV1	KPMG Consulting has not received timely partially mechanized Firm Order Confirmations (FOCs) from BellSouth’s Electronic Data Interchange (EDI) interface.	Closed	1/03/2002	5/29/2002
132	Metrics	PMR5	KPMG Consulting cannot replicate the values in the “Ordering: Local Number Portability (LNP) - Firm Order Confirmation (FOC) Timeliness Interval Distribution & Firm Order Confirmation Average Interval” Service Quality Measurement (SQM) report for the CLEC Aggregate (July 2001).	Closed	1/03/2002	3/21/2002

ID #	Domain	Test #	Description	Status	Date	Date Closed
133	OM	TVV1	KPMG Consulting has not received timely fully mechanized Firm Order Confirmations (FOCs) from BellSouth's Robust Telecommunications Access Gateway (ROBOTAG) interface.	Closed	1/07/2002	2/28/2002
134	OM	TVV1	KPMG Consulting has not received timely partially mechanized Rejects from BellSouth's Robust Telecommunications Access Gateway (ROBOTAG) interface.	Closed	1/07/2002	4/17/2002
135	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).	Closed	1/08/2002	6/12/2002
136	OM	TVV3	KPMG Consulting did not receive flow through Firm Order Confirmations (FOC) on Unbundled Network Element (UNE) Local Service Requests (LSR) submitted electronically via the mechanized ordering process.	Open	1/24/2002	
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

ID #	Domain	Test #	Description	Status	Date	Date Closed
141	OM	TVV1	KPMG Consulting has not received timely partially mechanized Rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.	Closed	1/31/2002	3/06/2002
142	OM	TVV1	KPMG Consulting has not received timely mechanized Rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.	Closed	1/31/2002	3/06/2002
143	Metrics	PMR4	BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the "Ordering: Percent Rejected Service Requests (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.	Open	2/06/2002	
144	Metrics	PMR4	BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the "Ordering: Reject Interval (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.	Open	2/06/2002	
145	Metrics	PMR4	BellSouth incorrectly excludes data between BARNEY Snapshots and NODS stages of the PMAP process that go into the calculation of the non-mechanized orders for the "Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.	Open	2/06/2002	
146	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Percent Repeat Troubles Within 30 Days" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).	Closed	2/11/2002	3/06/2002
147	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Maintenance Average Duration" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).	Closed	2/11/2002	3/06/2002
148	RMI	PPR2	The Account Establishment and Management Process does not have defined processes or documentation related to certain ordering scenarios.	Closed	2/11/2002	4/10/2002

ID #	Domain	Test #	Description	Status	Date	Date Closed
149	Billing	TVV10	BellSouth failed to deliver Daily Usage File (DUF) records following the completion of a change order, resulting in the receipt of only 88% of expected DUF records.	Closed	2/11/2002	3/27/2002
150	Metrics	PMR4	BellSouth incorrectly includes multiple instances of the same order in NODS for the Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks) Service Quality Measurement (SQM) for September 2001 data.	Closed	2/18/2002	3/27/2002
151	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: % Completions/Attempts without Notice or <24 Hours Notice Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Open	2/22/2002	
152	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Local Number Portability (LNP) - Percent Missed Installation Appointments Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).	Closed	2/22/2002	5/15/2002
153	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Local Number Portability (LNP) Total Service Order Cycle Time Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Open	2/22/2002	
154	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Coordinated Customer Conversions Interval Service Quality Measurement (SQM) report for the Competitive Local Exchange Carrier (CLEC) Aggregate (August 2001).	Closed	2/22/2002	4/10/2002
155	RMI	PPR1	BellSouth fails to provide the Business Rules and user requirements for Minor releases in accordance with the intervals defined in the Change Control Process.	Closed	2/22/2002	6/12/2002

ID #	Domain	Test #	Description	Status	Date	Date Closed
156	RPM	TVV4	BellSouth failed to properly establish and test Line Class Codes (LCCs), which were requested by KPMG Consulting for Operator Services/Directory Assistance (OS/DA) services.	Closed	2/22/2002	6/12/2002
157	RMI	PPR5	BellSouth fails to follow its software testing and quality processes.	Open	3/04/2002	
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	KPMG Consulting cannot replicate the values in the "Ordering: LNP-Percent Rejected Service Requests" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM. This exception was originally issued as Observation 179.	Open	5/06/2002	
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	

ID #	Domain	Test #	Description	Status	Date	Date Closed
166	OM	TVV1	BellSouth provides inconsistent information on Firm Order Confirmation (FOC) responses for Resale and UNE-P service requests submitted via BellSouth's Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces.	Closed	5/20/2002	6/26/2002
167	RPM	TVV4	BellSouth failed to properly provision Originating Line Number Screening (OLNS) service as requested by KPMG Consulting.	Closed	5/22/2002	6/19/2002
168	RMI	PPR5	BellSouth fails to provide updates to the BellSouth Pre-Order Business Rules to correlate the available version(s) of the Telecommunications Access Gateway (TAG) interface.	Closed	5/31/2002	6/19/2002
169	Billing	PPR13	BellSouth's capacity management processes used to forecast demand, monitor utilization, and initiate load balancing for the IBS/Tapestry Billing System are ineffective.	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