

D. Test Results: EDI/TAG Peak Volume Performance Test (O&P-4)

1.0 Description

The objective of the Electronic Data Interchange (EDI) / Telecommunications Access Gateway (TAG) Peak Volume Performance Test (O&P-4) was to evaluate BellSouth's Operating Support Systems (OSS) associated with ordering at specified volumes. Competitive Local Exchange Carriers (CLECs) submit orders to BellSouth's OSS via two primary Application Program Interfaces: EDI and TAG. O&P-4 evaluated BellSouth's ability to accurately and quickly process orders using the EDI and TAG interfaces under "peak," year-end 2001 (YE01) projected transaction load conditions¹ in the Reengineered Services, Installation and Maintenance Management System (RSIMMS) environment².

2.0 Methodology

This section summarizes the test methodology.

2.1 Business Process Description

See Section V, "Ordering & Provisioning Overview" for a description of the BellSouth ordering process via EDI and TAG.

2.2 Scenarios

Test scenarios for the EDI/TAG Peak Volume Test fall into two categories: Resale and Unbundled Network Elements (UNEs).

2.2.1 Resale

Appendix B-2: Resale Ordering Scenarios of the *Master Test Plan (MTP)*³ describes 26 resale test scenarios. During the initial pre-testing of the BellSouth ordering systems, six of the scenarios would not flow-through⁴ the system and therefore were not used for the test⁵. From the remaining 20 scenarios, 20 test seeds were

¹ KCI forecasted hourly transaction rates for individual order and pre-order types drawing on data from current order and pre-order daily volume rates, BellSouth 2001 transaction forecasts and from CLEC 2001 transaction forecasts, where obtainable.

² See the *RSIMMS and Production System Review* for a description of the differences between the production and RSIMMS environment.

³ Version 4.1, March 28, 2000.

⁴ Flow-through is defined as electronic transmission through a gateway and acceptance into BellSouth's back-office ordering systems without manual intervention by a customer service representative.

⁵ The volume test methodology is designed to assess electronic interface and back-end system processing capabilities, not manual processes. Therefore, orders that must fall out for manual processing are not included in the volume test.

generated by applying BellSouth's OSS electronic ordering business rules⁶ and logical business requirements to format orders. The following table describes each of the Resale scenarios used during this test:

Table V-4.1: Resale Scenarios

Scenario Number	Scenario Category	Scenario Description
201	Resale	Migration "As Is" of a business customer from BellSouth with Plain Old Telephone Service (POTS) lines to CLEC.
202	Resale	Migration "As Is" of a residential customer with POTS line from BellSouth to CLEC.
204	Resale	Partial migration of a business customer with POTS lines from BellSouth to CLEC on a trial basis.
205	Resale	Migration "As Specified" of a residential POTS customer from BellSouth to CLEC.
206	Resale	Partial migration of a residential customer's second POTS line from BellSouth to CLEC.
207	Resale	New business customer installs POTS lines.
208	Resale	New residence customer installs POTS line.
209	Resale	Add five POTS lines to existing CLEC business customer.
210	Resale	Add POTS line to existing residential CLEC customer.
213	Resale	Suspend POTS service of a CLEC residential customer (seasonal suspend).
214	Resale	Restore POTS service of a CLEC residential customer.
218	Resale	Change TN of CLEC residential customer with POTS line.
219	Resale	CLEC residential customer with two POTS lines requests TN change on ancillary line.
220	Resale	Change Long Distance Service Provider for a CLEC residential POTS customer.
221	Resale	Change Long Distance Service Provider for a CLEC business POTS customer.
222	Resale	Partially disconnect four of six business POTS lines.
223	Resale	Disconnect a CLEC business customers five POTS lines.
224	Resale	Disconnect a residential CLEC customers two POTS lines.

⁶ KCI used the *Local Exchange Ordering (LEO) Implementation Guide*, Volume 1. Issues 7J, 7K, 7L, 7M, 7N, 7O, 7P and 7Q, to apply BellSouth's business rules.

Scenario Number	Scenario Category	Scenario Description
225	Resale	Change information in directory listing (DL) for a residential customer with POTS service.
226	Resale	CLEC residential customer with POTS line changes information on DL.

2.2.2 UNE-based Scenarios

Appendix B-3: UNE Ordering Scenarios of the MTP describes 40 UNE test scenarios intended for use in the EDI/TAG Peak Volume Performance Test⁷. During the initial pre-testing of the BellSouth ordering systems, 29 of the scenarios did not flow through the system and were therefore not used for the test. From the remaining 11 scenarios, 11 test seeds were generated by applying BellSouth's OSS electronic ordering business rules and logical business requirements to format orders. The following table describes each of the UNE scenarios used during this test:

Table V-4.2: UNE Scenarios

Scenario Number	Scenario Category	Scenario Description
301	Loop	A CLEC orders two new SL1 unbundled analog loops from BLS in support of a customer's service request.
305	Loop	A CLEC orders two SL1 unbundled analog loops in support of a full migration service request from an existing BLS customer. The customer lines are migrated "as-specified" to the CLEC business.
350	Loop LNP	A CLEC orders two SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BLS customer. The customer lines are migrated "as-specified" to the CLEC.
387	LNP	A CLEC orders Local Number Portability (LNP) for two lines in support of an existing resale customer migration to CLEC facilities.
395	Port	A CLEC orders two new business unbundled analog ports from BLS in support of a new business customer's service request.
397	Port	A CLEC orders two new residential unbundled analog ports from BLS in support of a new business customer's service request.
420	Combo	A CLEC orders two new business unbundled analog loop – port combinations from BLS in support of a new business customer's service request.
422	Combo	A CLEC orders two new residential unbundled analog loop – port combinations from BLS in support of a new residential customer's

⁷ The volume test methodology is designed to assess electronic interface and back-end system processing capabilities, not manual processes. Therefore orders that must fall out for manual processing are not included in the volume test.

Scenario Number	Scenario Category	Scenario Description
		service request.
428	Combo	A CLEC orders two residential unbundled analog loop - port combinations from BLS for one of its resale residential customers.
445	Combo	An existing CLEC customer is moving to another state. The CLEC orders BLS to disconnect both of its unbundled loop-port combinations.
610	Combo	A CLEC changes the (Billing Telephone Number) BTN of an analog loop/port combination two-line residential customer.

2.3 Test Targets & Measures

The test targets were the EDI and TAG interfaces and back-end systems⁸ supporting order processing. Sub-processes, functions, and evaluation criteria are summarized in the following table. The last column “Test Cross-Reference” indicates where the particular measures are addressed in section 3.1 “Results & Analysis.”

Table V-4.3: Test Target Cross-Reference

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
Submit Orders in Projected Peak Volumes	Create order transactions	Availability of Interface	O&P-4-1-1 O&P-4-1-2
		Timeliness of Response	O&P-4-3-1 O&P-4-3-2
	Send orders in LSR format	Availability of Interface	O&P-4-1-1 O&P-4-1-2
	Receive acknowledgements	Availability of Interface	O&P-4-1-1 O&P-4-1-2
		Accuracy of Response	O&P-4-2-1 O&P-4-2-1 O&P-4-4-1 O&P-4-4-2
		Timeliness of Response	O&P-4-3-1 O&P-4-3-2
	Receive FOCs or error/reject notifications	Availability of Interface	O&P-4-1-1 O&P-4-1-2

⁸ The RSIMMS environment is designed to access copies of the PSIMMS, COFFI, BOCRIS BOCABS and the LMOS/Hose systems, and to access the production COFIUSOC, ATLAS, RSAG, and DSAP systems.

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
		Accuracy of Response	O&P-4-2-1 O&P-4-2-1 O&P-4-4-1 O&P-4-4-2
		Timeliness of Response	O&P-4-3-3 O&P-4-3-4

2.4 Data Sources

The data collected for the test are summarized in the table below.

Table V-4.4: Data Sources for EDI/TAG Peak Volume Performance Test (O&P-4)

Document	File Name	Location in Work Papers	Source
<i>Telecommunications Access Gateway (TAG) API Reference Guide, Versions 2.2.0.2, 2.2.0.4, 2.2.0.5, 2.2.0.7, 2.2.0.8, and 2.2.1.1</i>	No Electronic Copy	PRE-1-A-3	BLS
<i>Local Exchange Ordering (LEO) Implementation Guide, Volume 1 Issues 7J, 7K, 7M, 7N, 7O, And 7P were utilized.</i>	No Electronic Copy	O&P-1-B-1	BLS
<i>LEO Implementation Guide, Volume 2. Issue 6B, July 99</i>	No Electronic Copy	O&P-1-B-2	BLS
<i>LEO Implementation Guide, Volume 3. Issue3A August 98</i>	No Electronic Copy	O&P-1-B-3	BLS
<i>LEO Implementation Guide, Volume 4. Issue 7F October 99</i>	No Electronic Copy	O&P-1-B-4	BLS
<i>Product and Services interval Guide</i>	No Electronic Copy	O&P-1-B-5	BLS
<i>Local Service Request Error Messages (Version TCIF 7)</i>	O&P_errors.pdf	O&P-1-A-4	BLS
<i>CLEC Service Order Tracking System (CSOTS) Users Guide</i>	O&P_csots.pdf	O&P-1-A-1	BLS
<i>Local Number Portability (LNP) Ordering Guide (Issue 1b-October 1999)</i>	O&P_LNPgd.pdf	O&P-1-A-3	BLS
<i>BellSouth 3 Month Hourly Order History</i>	Order history.xls	O&P-4-A-1	BLS
<i>2000, 2001 Bellsouth LSR Volume Forecast</i>	BSTFORCAST.xls	O&P-4-A-2	BLS

Document	File Name	Location in Work Papers	Source
<i>2000, 2001 Aggregated CLEC Forecast</i>	CLEC_BST_FORECAST.xls	O&P-4-A-3	CLECs
<i>YE2001 Normal and Peak Forecast Methodology</i>	Fcast Summary.ppt	O&P-4-A-4	KCI
<i>Volume Test RSIMMS Test Scenarios</i>	Volum_Test_Cases.xls	O&P-4-A-5	KCI
<i>Peak Volume Test Schedule</i>	Schedule.xls	O&P-4-A-6	KCI
<i>System Readiness Test Log</i>	SRT_by_date_.doc	O&P-4-A-7	KCI
<i>Results Data Tables</i>	CD ROM	O&P-4-A-8	KCI
<i>GPSC Order Adopting Standards and Benchmarks</i>	GPSC_standards.tif	O&P-4-A-9	GPSC

2.4.1 Data Generation/Volumes

The TAG/EDI Peak Volume Test tested BellSouth's performance by sending approximately 43,000 orders with 118,000 associated pre-orders on two occasions over an eight-hour period. This test and the pre-order (PRE-5) peak volume test were executed concurrently.

Volumes for this test were determined by forecasting BellSouth's expected order volume for year-end 2001. To support forecast development, KCI obtained a detailed ordering history and anticipated transaction growth rates from CLECs and BellSouth. Transaction types were forecasted individually based on expected growth rates for each order and pre-order type. KCI also analyzed the distribution of transactions over the course of a normal business day. These data were then combined to determine the number and types of orders to be sent each hour. 60% of transactions submitted were via the TAG interface, while 40% were via EDI⁹.

Peak Volumes were defined as 150% of transaction volume levels during the busiest consecutive eight hours of the Normal Volume Test.

Table V-4.5 shows the order volumes submitted during each day of the Peak Volume Test¹⁰.

⁹ Volumes for order transmission interface type (EDI or TAG) were determined based on current CLEC usage and projected implementation dates provided by CLECs. To best replicate the actual ordering process, EDI orders were "batched" prior to transmission to BellSouth.

¹⁰ Two peak volume test cycles were initially planned. However, BellSouth performance failure required "re-testing" of Peak Volume Day 1 on one subsequent day. Following implementation of system fixes by BellSouth, KCI conducted SRTs to verify that BellSouth's system was functioning. After these SRTs, additional Peak Volume Day 1 tests were conducted. Peak Volume Day 2 was executed successfully in one attempt.

Table V-4.5: Peak Volume Test Generated Volumes

Delivery Method	Day 1, 07/10/00	Day 1, Retest 1¹¹, 07/13/00	Day 2, 07/17/00
DL	825	825	825
LNP	4,435	4,435	4,435
Loop with LNP	4,441	4,440	4,441
Resale	19,894	19,902	19,896
UNE Loop	2,572	2,571	2,573
UNE Loop-Port Combo	11,054	11,052	11,054
UNE Port	71	69	71

2.5 Evaluation Methods

In preparation for the test, order transaction seeds were written according to BellSouth business rules and loaded into the KCI transaction test system. These templates were then submitted to Hewlett Packard (HP) and to BellSouth during Systems Readiness Testing (SRT)¹². SRT confirmed the functionality of HP and KCI's transactional systems and verified that orders would flow-through the BellSouth system. The order seeds were used as templates to build the order volumes used in the subsequent tests. Orders were submitted on a scheduled submission date and time determined by KCI prior to the start of the test. As appropriate, testers made final updates (e.g., desired due dates or other information) and processed the transactions.

The EDI/TAG Peak Volume Performance Test (O&P-4) evaluated BellSouth's interfaces and systems at year-end, 2001 (YE01) projected order volumes in BellSouth's RSIMMS environment for two eight-hour periods. This test was executed by submitting Resale and UNE orders against test-bed accounts¹³ that were provisioned by BellSouth based on KCI's specifications and verified by KCI prior to initiation of the test.

¹¹ The Peak volume test was originally scheduled for two testing days. Upon analyzing data from Day 1, KCI chose to conduct a retest in accordance with the "test until pass" testing philosophy detailed in the MTP.

¹² KCI conducted a number of SRTs between April 11, 2000 and August 1, 2000. After completing several of the SRTs, BellSouth requested additional testing. These additional tests were used by BellSouth to ensure that its back-end systems and the Interfaces were functioning correctly.

¹³ Refer to Section V, "Overview" for a detailed description of the Ordering and Provisioning test bed process and detail of accounts.

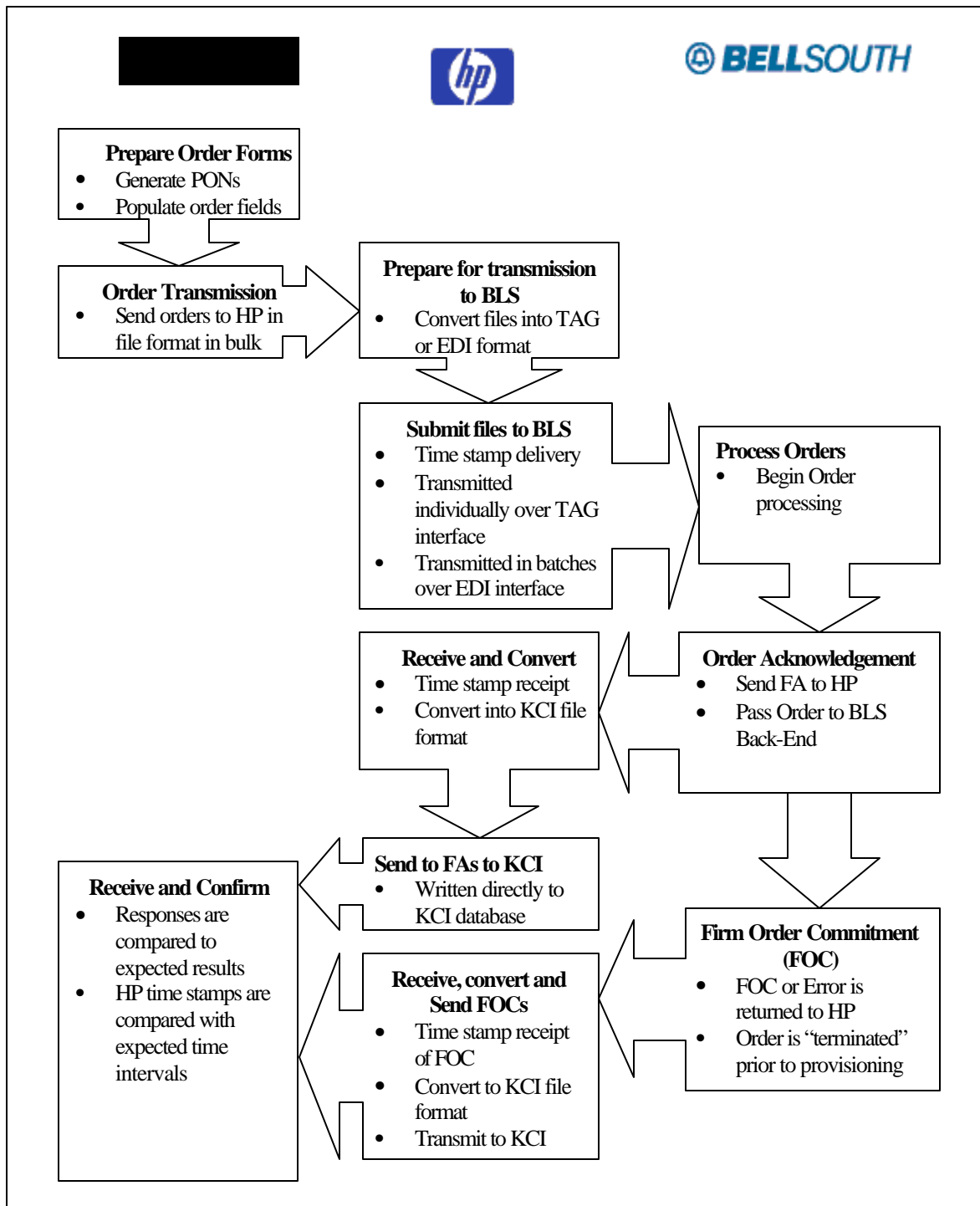
In order to fully test the capacity of BellSouth's OSS under realistic load conditions, the test was conducted simultaneously with the TAG Volume Performance Test (PRE-5), which tested the OSS components supporting pre-ordering. The order transaction loads were distributed geographically across four Central Offices (COs) in the state of Georgia. BellSouth established and configured customer test accounts prior to initiation of the test.

The test cases for the EDI/TAG Peak Volume Test were submitted in an automated fashion. Transactions were provided in bulk to HP for conversion from the business file format to the TAG and EDI formats. HP time stamped and forwarded the transactions to BellSouth for processing according to the schedule provided by the KCI. BellSouth processed the transactions and returned Functional Acknowledgements (FAs) and Firm Order Commitments (FOCs) to HP. The test process is depicted in Figure V-4.1¹⁴.

As pre-order and order volume transactions were submitted, error messages or positive responses were returned. A transaction was deemed complete if a Functional Acknowledgement (FA) and a Firm Order Confirmation (FOC) were received (or if an expected error was received). The results were logged and compared to expected ordering system functionality and business processes, as outlined in Section V Overview. A representative number of intentional errors were included in a specified number of orders. These orders were sent to test BellSouth's ability to process errors and to ensure that systems could not be programmed for automatic response. Forty-one EDI orders and 58 TAG orders containing planned errors were submitted during the EDI/TAG Peak Volume Test.

Transactions (LSRs) were submitted and the results logged and compared to the expected ordering system functionality and business processes, as outlined in Section V, "Overview." The number, timeliness, and correctness of responses were recorded and evaluated.

¹⁴ See Section V, "Overview" for a complete description of the file transfer process.

Figure V-4.1: O&P Peak Volume Test Process

2.6 Analysis Methods

The EDI/TAG Peak Volume Performance Test included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided a framework of norms, standards and guidelines for the test.

The Georgia Public Service Commission (GPSC) voted on June 6, 2000 to approve a set of Service Quality Measurement- (SQM-) related measures and standards to be used for purposes of this evaluation.¹⁵ In many cases, results in this section were calculated based on KCI/HP time stamps, which may differ significantly from the BellSouth time measurement points reported in the SQMs. For those evaluation criteria that do not map to the GPSC-approved measures, KCI has applied its own standard, based on KCI's professional judgment.

For quantitative evaluation criteria where the test result did not meet or exceed the established standard or KCI benchmark, KCI conducted a review to determine whether the differential was statistically significant.

3.0 Results Summary

This section identifies the evaluation criteria and test results.

3.1 Results & Analysis

The results of this test are presented in the table below. Definitions of evaluation criteria, possible results, and exceptions are provided in Section II.

Table V-4.6: O&P-4 Test Evaluation Criteria and Results¹⁶

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Interface Availability</i>			
O&P-4-1-1	EDI order transaction capability is consistently available during scheduled hours of operation.	Satisfied	The GPSC-approved standard is 99.5% system availability during scheduled hours of operation ¹⁷ . BLS maintained 100% EDI availability throughout each iteration of the test ¹⁸ .

¹⁵ On January 16, 2001, the GPSC issued an order requiring BellSouth to report for business purposes a set of measures that differs in some cases from the requirements of the June 6 test standards.

¹⁶ See Tables V-4.7 through V-4.11 for detailed results on each test day. Percentages are rounded to the nearest whole number.

¹⁷ Regularly scheduled hours of availability for the TAG/EDI interfaces are published on the BellSouth Interconnection Web site (www.interconnection.bellsouth.com/oss/oss_hour.html). Notices of specific

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-4-1-2	TAG order transaction capability is consistently available during scheduled hours of operation.	Satisfied	The GPSC-approved standard is 99.5% system availability during scheduled hours of operation ¹⁹ . HP continuously sent orders and pre-orders throughout each iteration of the test. While connectivity was maintained throughout the test, HP and BLS conducted “coordinated bounces” of their servers on several occasions. These system restarts were conducted primarily to recover BLS back-end functionality. The combined duration of downtime resulting from these restarts was less than 0.1% of test time.
<i>System Functionality²⁰</i>			
O&P-4-2-1	The EDI interface provides expected system responses ²¹ .	Satisfied	The KCI standard is 99% of expected system responses received. The Peak Volume test yielded the following results: Day 1 Initial: — 100% (17,319/17,319) of expected FAs were received. — 70% (12,040/17,319) of expected FOCs were received. Day 1, Retest 1: — 100% (17,319/17,319) of expected FAs, were received.

scheduled system downtime (e.g., for a new system release or fix) are communicated through Carrier Notifications posted on the BellSouth Web site.

¹⁸ During the execution of the Peak Volume test, KCI/HP continuously submitted transactions, via the EDI interface, according to a predetermined schedule. During this period, HP maintained continuous connectivity with BellSouth via EDI and successfully transmitted all of the orders at their scheduled times.

¹⁹ Regularly scheduled hours of availability for the TAG interface are published on the BellSouth Interconnection Web site (www.interconnection.bellsouth.com/oss/oss_hour.html). Notices of specific scheduled system downtime (e.g., for a new system release or fix) are communicated through Carrier Notifications posted on the BellSouth Web site.

²⁰ An expected system response is defined for this criterion as any system response that is consistent with technical specifications for EDI and TAG responses.

²¹ An expected system response is defined for this criterion as an FA for each order, an FOC for each correctly formatted error, and an error or clarification (ERR/CLR) for each invalid service request.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<ul style="list-style-type: none">— 100% (15,816/15,863) of expected FOCs were received²². Day 2: <ul style="list-style-type: none">— 100% (17,321/17,321) of expected FAs were received.— 99% (17,198/17,321) of expected FOCs were received.

²² The number of expected EDI FOCs for the day one Peak Retest is less than the number of expected FAs because 1,456 planned errors were submitted to BellSouth. These “planned errors” were processed by the BellSouth EDI interface, identified as non-flow-through, fallout orders.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-4-2-2	The TAG interface provides expected system responses.	Satisfied	<p>The KCI standard is 99% of expected system responses received. The Peak Volume test yielded the following results:</p> <p>Day 1 Initial:</p> <ul style="list-style-type: none"> — 96% (24,902/25,973) of expected FAs were received. — 74% (19,337/25,973) of expected FOCs were received. <p>Day 1, Retest 1:</p> <ul style="list-style-type: none"> — 99% (25,644/25,975) of expected FAs, were received. — 99% (23,428/23,784) of expected FOCs were received.²³ <p>Day 2:</p> <ul style="list-style-type: none"> — 100% (25,882/25,974) of expected FAs were received. — 99% (25,697/25,867) of expected FOCs were received²⁴.
<i>Timeliness of System Response²⁵</i>			
O&P-4-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).	Not Satisfied ²⁶	<p>The KCI standard is 95% of FAs received in less than 30 minutes. Performance on only one test day met or exceeded the test standard.</p> <p>Results from LSRs submitted during the Peak Volume test are:</p> <p>Day 1 Initial:</p> <ul style="list-style-type: none"> — 100% (17,110/17,319) of FAs were

²³ The number of expected TAG FOCs for the day one Peak Retest is less than the number of expected FAs because 2,225 planned errors were submitted to BellSouth and handled appropriately. These “planned errors” were processed by the BellSouth TAG interface and identified as non-flow-through, fallout orders.

²⁴ Following the submission of orders during the test, KCI identified 1,099 LSRs for which we had no record of receiving FOCs from BellSouth. PONs from those 1,099 were transmitted to BellSouth. BellSouth provided detailed logs indicating that the FOCs relating to 929 of those LSRs had been transmitted to HP. In accordance with established FOC retransmission procedures and BellSouth's proof that the FOCs in question were available, KCI determined that BellSouth had provided expected system responses for those orders.

²⁵ See Tables V-4.7 through V-4.9 for additional detail on timeliness results.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>received within 30 minutes.</p> <p>Day 1, Retest 1:</p> <p>— 86% (14,858/17,319) of FAs were received within 30 minutes.</p> <p>Day 2:</p> <p>— 98% (16,931/17,321) of expected FAs were received within 30 minutes²⁷.</p>
O&P-4-3-2	BLS's TAG interface provides timely Functional Acknowledgements (FAs).	Satisfied	<p>The KCI standard is 95% of FAs received in less than 30 minutes.</p> <p>Results from LSRs submitted during the Peak Volume test are:</p> <p>Day 1 Initial:</p> <p>— 100% (24,902/24,902) of received FAs were received in less than 30 minutes.</p> <p>Day 1, Retest 1:</p> <p>— 100%(25,632/25,632) of received FAs were received within 30 minutes.</p> <p>Day 2:</p> <p>— 100% (25,882/25,882) of received FAs were received within 30 minutes.</p>
O&P-4-3-3	BLS's EDI interface provides timely Firm Order Confirmations (FOCs).	Satisfied	<p>The GPSC-approved standard for flow-through (FT) FOCs is 95% received within three hours.</p> <p>LSRs submitted during the Peak Volume Day Tests received FOCs within the following timeframes²⁸:</p> <p>Day 1 Initial:</p> <p>— 100% (12,040/12,040) of FOCs received were received in less than</p>

²⁶ 100% (17,319/17,319) (17,319/17,319) (17,321/17,321) of FAs received from BellSouth on each day of peak volume testing were received within 90 minutes of the submission of the LSR.

²⁷ During the third test, all late FAs were received during the same time period.

²⁸ BellSouth implemented system fixes after unsuccessful volume days prior to KCI executing retest activity.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>three hours for FT LSRs.</p> <p>Day 1, Retest 1:</p> <ul style="list-style-type: none"> — 99% (15,661/15,816) of FOCs received were received in less than three hours for FT LSRs. <p>Day 2:</p> <ul style="list-style-type: none"> — 96% (16,560/17,198) of FOCs received were received in less than three hours for FT LSRs.
O&P-4-3-4	BLS's TAG interface provides timely Firm Order Confirmations (FOCs).	Satisfied	<p>The GPSC-approved standard for flow-through (FT) FOCs is 95% received within three hours.</p> <p>LSRs submitted during the Peak volume Test:</p> <p>Day 1 Initial:</p> <ul style="list-style-type: none"> — 92% (17,717/19,337) of FOCs received were received in less than three hours for FT LSRs. <p>Day 1, Retest 1:</p> <ul style="list-style-type: none"> — 100% (23,421/23,421) of FOCs received were received in less than three hours for FT LSRs. <p>Day 2:</p> <ul style="list-style-type: none"> — 98% (24,228/24,790) of FOCs received were received in less than three hours for FT LSRs..
<i>Accuracy of System Response</i>			
O&P-4-4-1	BLS systems provide accurate ²⁹ Firm Order Confirmations (FOCs).	Satisfied	<p>The KCI standard is 95% accuracy of response type.</p> <p>Of the FOCs analyzed, 100% were correct relative to the LSR submitted (i.e., were received in response to a correctly formatted LSR).</p>

²⁹ For this criterion, KCI defined an accurate response to be a system response that is consistent with the technical specifications for EDI/ TAG responses *and* to be consistent with the transaction that initiated the response (e.g. a correctly formatted LSR received a FOC). In the case of error/clarification responses, KCI verified that these were only received for incorrectly formatted LSRs. The contents of the response files (FOCs/ERRs/CLRs) were evaluated for accuracy and completeness for purposes of this test on a

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-4-4-2	BLS systems provide accurate order errors (ERRs)/clarifications (CLRs).	Satisfied	The KCI standard is 95% accuracy of response type. Of the ERRs/CLRs analyzed, 100% were correct relative to the LSR submitted (i.e. incorrectly formatted LSR received expected response).

sample basis only. A more complete accuracy evaluation for conformance to the BellSouth business rules was undertaken in feature/function testing (OP-1, OP-2, and PO&P-11).



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Table V-4.7: Day-One Retest One Peak Volume Test (July 13, 2000)
Acknowledgement Detailed Results³⁰

Product Type	Interface	LSR Sent	Number of ACK ³¹ s Received	Percentage of Expected ACKs Received	ACK Received < 30 min	Percentage of ACKs received < 30 min	Average LSR To ACK Business Minutes
DL	EDI	330	330	100.0%	286	86.7%	19.148
LNP	EDI	1,774	1,774	100.0%	1,534	86.5%	19.289
Loop with LNP	EDI	1,776	1,776	100.0%	1,505	84.7%	19.793
Resale	EDI	7,960	7,960	100.0%	6,746	84.7%	19.296
UNE Loop	EDI	1,030	1,030	100.0%	886	86.0%	19.354
UNE Loop-Port Combo	EDI	4,421	4,421	100.0%	3,878	87.7%	19.23
UNE Port	EDI	28	28	100.0%	23	82.1%	19.464
Subtotal		17,319	17,319	100.0%	14,858	85.8%	19.330
DL	TAG	495	480	97.0%	479	99.8%	0.097
LNP	TAG	2,661	2,633	98.9%	2,630	99.9%	0.106
Loop with LNP	TAG	2,664	2,634	98.9%	2,634	100.0%	0.074
Resale	TAG	11,942	11,794	98.8%	11,792	100.0%	0.056
UNE Loop	TAG	1,541	1,501	97.4%	1,500	99.9%	0.13
UNE Loop-Port Combo	TAG	6,631	6,562	99.0%	6,557	99.9%	0.056
UNE Port	TAG	41	40	97.6%	40	100.0%	0.
Subtotal		25,975	25,644	98.7%	25,632	100.0%	0.068
Total		43,294	42,963	99.2%	40,490	94.2%	7.833

³⁰ Only data from the two successful test cycles is presented here.

³¹ An ACK is a Functional Acknowledgement, which is an electronic acknowledgement sent to a CLEC from BellSouth, verifying that BellSouth has received a firm order.

Table V-4.8: Day-One Retest One Peak Volume Test (July 13, 2000)
FOC Detailed Results

Product Type	Interface	LSRs Sent	Number of FOCs Received	Percentage of Expected FOCs Received	FOCs Received < 3 hrs	Percentage of FOCs Received < 3 hrs	Average LSR To FOC Business Minutes
DL	EDI	330	322	97.6%	315	97.8%	71.136
LNP	EDI	1,774	1,771	99.8%	1,771	100.0%	50.474
Loop with LNP	EDI	1,776	1,734	97.6%	1,734	100.0%	49.246
Resale	EDI	7,960	7,944	99.8%	7,850	98.8%	72.089
UNE Loop	EDI	1,030	1,022	99.2%	1,014	99.2%	68.556
UNE Loop-Port Combo	EDI	4,421	3,003	67.9%	2,957	98.5%	51.702
UNE Port	EDI	28	20	71.4%	20	100.0%	48.786
Subtotal		17,319	15,816	91.3%	15,661	99.0%	63.016
DL	TAG	495	479	96.8%	479	100.0%	25.529
LNP	TAG	2,661	2,616	98.3%	2,616	100.0%	29.977
Loop with LNP	TAG	2,664	2,554	95.9%	2,554	100.0%	29.27
Resale	TAG	11,942	11,792	98.7%	11,792	100.0%	26.742
UNE Loop	TAG	1,541	1,503	97.5%	1,503	100.0%	26.18
UNE Loop-Port Combo	TAG	6,631	4,450	67.1%	4,450	100.0%	18.365
UNE Port	TAG	41	27	65.9%	27	100.0%	15.683
Subtotal		25,975	23,421	90.2%	23,421	100.0%	25.714
Total		43,294	39,237	90.6%	39,082	99.6%	40.750

Table V-4.9: Day-Two Peak Volume Test (July 17, 2000)
Acknowledgement Detailed Results

Product Type	Interface	LSR Sent	Number of ACKs Received	Percentage of Expected ACKs Received	ACK Received < 30 min	Percentage of ACKs received < 30 min	Average LSR To ACK Business Minutes
DL	EDI	330	330	100.0%	306	92.7%	19.776
LNP	EDI	1,774	1,774	100.0%	1,649	93.0%	20.448
Loop with LNP	EDI	1,776	1,776	100.0%	1,592	89.6%	20.485
Resale	EDI	7,962	7,962	100.0%	7,294	91.6%	20.143
UNE Loop	EDI	1,030	1,030	100.0%	961	93.3%	20.15
UNE Loop-Port Combo	EDI	4,421	4,421	100.0%	3,983	90.1%	19.933
UNE Port	EDI	28	28	100.0%	26	92.9%	19.893
Subtotal		17,321	17,321	100.0%	15,811	91.3%	20.1485
DL	TAG	495	482	97.4%	482	100.0%	0.044
LNP	TAG	2,661	2,660	100.0%	2,660	100.0%	0.014
Loop with LNP	TAG	2,665	2,658	99.7%	2,658	100.0%	0.057
Resale	TAG	11,934	11,885	99.6%	11,885	100.0%	0.033
UNE Loop	TAG	1,543	1,532	99.3%	1,532	100.0%	0.023
UNE Loop-Port Combo	TAG	6,633	6,622	99.8%	6,622	100.0%	0.06
UNE Port	TAG	43	43	100.0%	43	100.0%	0.
Subtotal		25,974	25,882	99.6%	25,882	100.0%	0.040
Total		43,295	43,203	99.8%	41,693	96.5%	8.102

Table V-4.10: Day-Two Peak Volume Test (July 17, 2000)
FOC Detailed Results

Product Type	Interface	LSRs Sent ³²	Number of FOCs Received	Percentage of Expected FOCs Received	FOCs Received < 3 hrs	Percentage of FOCs Received < 3 hrs	Average LSR To FOC Business Minutes
DL	EDI	330	322	97.6%	308	95.7%	76.788
LNP	EDI	1,774	1,766	99.5%	1,766	100.0%	58.824
Loop with LNP	EDI	1,776	1,723	97.0%	1,723	100.0%	55.564
Resale	EDI	7,962	7,938	99.7%	7,550	95.1%	81.465
UNE Loop	EDI	1,030	1,022	99.2%	981	96.0%	76.946
UNE Loop-Port Combo	EDI	4,421	4,407	99.7%	4,214	95.6%	81.976
UNE Port	EDI	28	20	71.4%	18	90.0%	65.786
Subtotal		17,321	17,198	99.3%	16,560	96.3%	76.3019
DL	TAG	495	462	93.3%	446	96.5%	33.115
LNP	TAG	2,661	2,600	97.7%	2,600	100.0%	28.316
Loop with LNP	TAG	2,665	2,528	94.9%	2,528	100.0%	26.913
Resale	TAG	11,934	11,370	95.3%	10,994	96.7%	34.034
UNE Loop	TAG	1,543	1,466	95.0%	1,424	97.1%	34.497
UNE Loop-Port Combo	TAG	6,633	6,335	95.5%	6,207	98.0%	34.052
UNE Port	TAG	43	29	67.4%	29	100.0%	21.163
Subtotal		25,974	24,790 ³³	95.4%	24,228	97.7%	32.708
Total		43,295	41,988	97.0%	40,788	97.1%	50.564

³² Includes planned errors, where no response is expected to be returned.

³³ Does not include 929 FOCs that were transmitted by BellSouth but not received by KCI.

