D. Test Results: Metrics Data Integrity Verification and Validation Review (PMR4)

1.0 Description

The objective of the Metrics Data Integrity Verification and Validation Review (PMR4) was to evaluate the accuracy and completeness of the Service Quality Measurement (SQM) raw data produced by BellSouth during recent months. The evaluation also assessed the adequacy and completeness of the related data transfer processes and the internal controls on those processes.

2.0 Methodology

This section summarizes the test methodology.

2.1 Business Process Description

On a monthly basis, BellSouth calculates and reports SQM values. BellSouth also publishes the "raw data" used to calculate those SQMs, which are calculated entirely within the Performance Measurement and Analysis Platform (PMAP).

Although BellSouth does not routinely publish raw data for the other SQMs ("manual SQMs," i.e., SQMs that are wholly or primarily calculated outside of PMAP), KCI obtained and evaluated the raw data for those SQMs as well.

2.2 Scenarios

Scenarios were not applicable to this test.

2.3 Test Targets & Measures

The test target for Metrics Data Integrity Verification and Validation Review was the raw data published or provided by BellSouth for several recent months. Processes, sub-processes, and evaluation measures 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 VIII-4.1: Test Target Cross-Reference

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Pre-Ordering	Average OSS Response Time and Response Interval	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-1-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-1-2
	OSS Interface Availability	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-2-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-2-2
Ordering	Percent Rejected Service Requests	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-3-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-3-2
	Reject Interval	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-4-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-4-2
	Firm Order Confirmation Timeliness	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-5-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-5-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	Speed of Answer in Ordering Centers	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-6-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-6-2
	Mean Held Order Interval & Distribution Intervals	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-7-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-7-2
	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-8-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-8-2
	Percent Missed Installation Appointments	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-9-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-9-2
	Average Completion Interval / Order Completion Interval Distribution	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-10-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-10-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	Average Completion Notice Interval	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-11-1
		Cogmplete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-11-2
	Coordinated Customer Conversions	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-12-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-12-2
	Percent Provisioning Troubles within 30 days of Service Order Activity	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-13-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-13-2
	Total Service Order Cycle Time	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-14-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-14-2
	Service Order Accuracy	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-15-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-15-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Maintenance & Repair	Missed Repair Appointments	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-16-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-16-2
	Customer Trouble Report Rate	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-17-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-17-2
	Maintenance Average Duration	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-18-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-18-2
	Percent Repeat Troubles within 30 days	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-19-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-19-2
	Out of Service > 24 hours	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-20-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-20-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	OSS Interface Availability	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-21-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-21-2
	OSS Response Interval & Percentages	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-22-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-22-2
	Average Answer Time – Repair Centers	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-23-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-23-2
Billing	Invoice Accuracy	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-24-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-24-2
	Mean Time to Deliver Invoices	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-25-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-25-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	Usage Data Delivery Accuracy	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-26-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-26-2
	Usage Data Delivery Completeness	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-27-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-27-2
	Usage Data Delivery Timeliness	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-28-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-28-2
	Mean Time to Deliver Usage	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-29-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-29-2
Operator Service (Toll) and Directory Assistance	Average Speed to Answer (Toll)	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-30-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-30-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	Percent Answered within "X" Seconds (Toll)	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-31-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-31-2
	Average Speed to Answer (DA)	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-32-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-32-2
	Percent Answered within "X" Seconds (DA)	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-33-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-33-2
E911	Timeliness	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-34-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-34-2
	Accuracy	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-35-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-35-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	Mean Interval	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-36-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-36-2
Trunk Group Performance	Trunk Group Performance - Aggregate	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-37-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-37-2
	Trunk Group Service Report	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-38-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-38-2
	Trunk Group Service Detail	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-39-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-39-2
Collocation	Average Response Time	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-40-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-40-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	Average Arrangement Time	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-41-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-41-2
	% of Due Dates Missed	Accurate transformation of the earlier stage data into raw data i.e., no differences in data values	PMR-4-42-1
		Complete transformation of the earlier stage data into raw data i.e., no inappropriate omissions of earlier stage data	PMR-4-42-2
Data Transfer Policies	Data transfer policies and procedures for CLEC and retail data	Adequacy and completeness of data transfer policies	PMR-4-43-1
Internal Control	Internal controls on data transfer for CLEC and retail data	Adequacy and completeness of internal control process	PMR-4-44-1

2.4 Data Sources

The data collected for the Metrics Data Integrity Verification and Validation Review are summarized in the table below.

Table VIII-4.2: Data Sources for Metrics Data Integrity Verification and Validation Review (PMR4)

Document	File Name	Location in Work Papers	Source
10/22/99 Georgia SQM documentation	No Electronic Copy	PMR-A-7	BLS (PMAP Web site)
PMAP Raw Data User Manual – Version 2.0 – October 15, 1999	Raw Data Documentation v2_0 - (September).doc	PMR-A-1	BLS (PMAP Web site)
PMAP Raw Data User Manual – Version 2.0 – December 15, 1999	Raw Data Documentation v2_0 – December 15.doc	PMR-A-2	BLS (PMAP Web site)
Pre-Ordering OSS Response Interval October 1999 Raw Data – BLS and CLEC Proprietary	Response data for October 1999.xls	PRE-2-A-3 (MTP)	BLS – Interconnection Operations – CLEC Performance Measurements
Pre-Ordering – OSS Response Interval January 2000 Raw Data – BLS and CLEC Proprietary	Response Data For January 2000.xls	PMR-4-A-2	BLS – Interconnection Operations – CLEC Performance Measurements
Pre-Ordering – OSS Response Interval August 2000 Raw Data – BLS and CLEC Proprietary	Response Data for August 2000.xls	PMR-4-A-2	BLS - Interconnection Operations – CLEC Performance Measurements
Pre-Ordering – OSS Response Interval August 2000 Raw Data – BLS and CLEC Proprietary	Response Data For August 2000 - RNS & ROS.xls	PMR-4-A-2	BLS - Interconnection Operations – CLEC Performance Measurements
December 1999 OSS Interface Availability raw data – BLS and CLEC Proprietary	KPMG1_18.xls	PRE-2-A-10 (MTP)	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Mapping of Components to Applications – BLS Proprietary	AVRP1099.xls	PRE-2–A-9 (MTP)	BLS – Interconnection Operations – CLEC Performance Measurements
Mapping of Components to Applications – BLS Proprietary	AVRP109R.xls	PRE-2–A-9 (MTP)	BLS – Interconnection Operations – CLEC Performance Measurements
Data Dictionaries for October 1999 PMAP Raw Data Files – BLS and CLEC Proprietary	README.txt	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Percent Rejected Service Requests CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_OR_REJ_TMP.dmpaaa REJECT.SQL	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Percent Rejected Service Requests CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_OR_LSR_TMP.Dataaa LSR.SQL	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Percent Rejected Service Requests CLEC Aggregate October 2000 Raw Data – BLS and CLEC Proprietary	GARejectInterval1000.txt.Z	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Percent Rejected Service Requests CLEC Aggregate October 2000 Raw Data – BLS and CLEC Proprietary	GALSR1000.txt.Z	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Ordering - Firm Order Confirmation (FOC) Timeliness (Non-Trunks) CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_OR_FOC_TMP.Dataaa	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering - Firm Order Confirmation (FOC) Timeliness (Non-Trunks) CLEC Aggregate October 2000 Raw Data – BLS and CLEC Proprietary	GAFOCnontrunk1000.txt.Z	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering - FOC Timeliness (Trunks) CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_OR_FOC_TRK_TMP.Dataaa	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering - FOC Timeliness (Trunks) CLEC Aggregate October 2000 Raw Data – BLS and CLEC Proprietary	GAFOCTrunk1000.txt.Z	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering - Speed of Answer in Ordering Center BLS Retail Business October 1999 Raw Data – BLS and CLEC Proprietary	REGOCT99.xls	PMR-5-A-31	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Mean Held Order Interval & Distribution Intervals (Non-Trunks) BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_PR_HLD_ORD_TMP.Dataaa NODS_V_PR_HLD_ORD_TMP.Dataab	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Provisioning - Mean Held Order Interval & Distribution Intervals (Non-Trunks) BLS Retail and CLEC Aggregate September 2000 Raw Data – BLS and CLEC Proprietary	GAHeldOrder0900.txt.Z	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Mean Held Order Interval & Distribution Intervals (Trunks) BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_PR_HLD_ORD_TRK_TMP.Dataaa	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices BLS Retail and CLEC Aggregate November 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_PR_JEOPARDY_TMP.Dataaa NODS_V_PR_JEOPARDY_TMP.Dataab NODS_V_PR_JEOPARDY_TMP.SQL	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Percent Missed Installation Appointments (Non-trunks) BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_PR_PMI_TMP.Dataaa	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Percent Missed Installation Appointments (Non-trunks) BLS Retail and CLEC Aggregate September 2000 Raw Data – BLS and CLEC Proprietary	GAPMI0900.txt.Z	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Provisioning - Percent Missed Installation Appointments (Trunks) BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_PR_PMI_TRK_TMP.Dataaa	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Percent Missed Installation Appointments (Trunks) BLS Retail and CLEC Aggregate September 2000 Raw Data – BLS and CLEC Proprietary	PMITrunk0900.txt.Z	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Average Completion Interval / Order Completion Interval Distribution (OCI) (Non-trunks) BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_PR_OCI_TMP.Dataaa NODS_V_PR_OCI_TMP.Dataab NODS_V_PR_OCI_TMP.Dataac NODS_V_PR_OCI_TMP.Dataad NODS_V_PR_OCI_TMP.Dataae NODS_V_PR_OCI_TMP.Dataaf NODS_V_PR_OCI_TMP.Dataag	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Average Completion Interval / Order Completion Interval Distribution (OCI) (Non-trunks) BLS Retail and CLEC Aggregate September 2000 Raw Data – BLS and CLEC Proprietary	GAOCI0900.txt.Z	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - OCI (Trunks) BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_PR_OCI_TRK_TMP.Dataaa OCI.SQL	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Provisioning - OCI (Trunks) BLS Retail and CLEC Aggregate September 2000 Raw Data – BLS and CLEC Proprietary	OCITrunks0900.txt.Z	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Average Completion Notice Interval BLS Retail and CLEC Aggregate November 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_PR_ACNI_TMP.Dataaa NODS_V_PR_ACNI_TMP.SQL	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Coordinated Customer Conversions CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	GAOCTCCC.XLS	PMR-5-B-80	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Coordinated Customer Conversions CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	CCCMAY00.xls	PMR-4-I-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Percent Provisioning Troubles within 30 days of Service Order Activity (Non-trunks) BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_PR_TRBL_WN_30_TMP.Dataaa	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning - Percent Provisioning Troubles within 30 days of Service Order Activity (Trunks) BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_PR_TRBL_30_TRK_TMP.Dataaa	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Provisioning - Total Service Order Cycle Time BLS Retail and CLEC Aggregate November 1999 Raw Data – BLS and CLEC Proprietary	Nods_v_pr_tsoct_tmp	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Maintenance and Repair - Missed Repair Appointments BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_MR_MISSED_RPR_TMP.Dataaa NODS_V_MR_MISSED_RPR_TMP.Dataab NODS_V_MR_MISSED_RPR_TMP.Dataac NODS_V_MR_MISSED_RPR_TMP.Dataad MISSED.SQL	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Maintenance and Repair - Customer Trouble Report Rate BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_MR_TRBL_RPT_RATE_TMP.Dataaa NODS_V_MR_TRBL_RPT_RATE_TMP.Dataab NODS_V_MR_TRBL_RPT_RATE_TMP.Dataac NODS_V_MR_TRBL_RPT_RATE_TMP.Dataad	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Maintenance and Repair - Customer Trouble Report Rate BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_MR_LINE_CNT_TMP.DMPaaa NODS_V_MR_LINE_CNT_TMP.DMPaab NODS_V_MR_LINE_CNT_TMP.DMPaac NODS_V_MR_LINE_CNT_TMP.DMPaad NODS_V_MR_LINE_CNT_TMP.DMPaae NODS_V_MR_LINE_CNT_TMP.DMPaaf	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Maintenance and Repair - Maintenance Average Duration BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_MR_MNT_AVG_DUR_TMP.dataaa NODS_V_MR_MNT_AVG_DUR_TMP.dataab NODS_V_MR_MNT_AVG_DUR_TMP.dataac NODS_V_MR_MNT_AVG_DUR_TMP.dataad	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Maintenance and Repair - Percent Repeat Troubles within 30 Days BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_MR_RPT_TRBL_30_TMP.Dataaa NODS_V_MR_RPT_TRBL_30_TMP.Dataab NODS_V_MR_RPT_TRBL_30_TMP.Dataac NODS_V_MR_RPT_TRBL_30_TMP.Dataad	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Maintenance and Repair - Out of Service > 24 hours BLS Retail and CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	NODS_V_MR_OOS_24_TMP.DATaaa NODS_V_MR_OOS_24_TMP.DATaab NODS_V_MR_OOS_24_TMP.DATaac NODS_V_MR_OOS_24_TMP.DATaad	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Billing - August 1999 Raw Data – BLS and CLEC Proprietary	E&YAUG~1.xls	PMR-4-D-45	BLS – Interconnection Operations – CLEC Performance Measurements
Billing - October 1999 Raw Data – BLS and CLEC Proprietary	E&YOCT~1.xls	PMR-5-D-3	BLS – Interconnection Operations – CLEC Performance Measurements
Billing - January 2000 Raw Data – BLS and CLEC Proprietary	E&Y01-~1.XLS	BLG-4-A-17 (MTP)	BLS – Interconnection Operations – CLEC Performance Measurements
Billing - March 2000 Raw Data – BLS and CLEC Proprietary	E&Y03-~1.XLS	BLG-4-A-31 (MTP)	BLS – Interconnection Operations – CLEC Performance Measurements
Operator Services (Toll) and Directory Assistance – November 1999 Raw Data – BLS and CLEC Proprietary	Nov_da.xls	PMR-5-D-17	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Operator Services (Toll) and Directory Assistance – November 1999 Raw Data – BLS and CLEC Proprietary	Nov_toll.xls	PMR-5-D-17	BLS – Interconnection Operations – CLEC Performance Measurements
Operator Services (Toll) and Directory Assistance – November 1999 Raw Data – BLS and CLEC Proprietary	KPMG_e~1.xls	PMR-5-D-17	BLS – Interconnection Operations – CLEC Performance Measurements
Trunk Group Performance – Trunk Group Service Report and Detail September 1999 Raw Data – BLS and CLEC Proprietary	RSTEWART.txt sujanctt.txt SUJANLOC.txt	PMR-5-D-38	BLS – Interconnection Operations – CLEC Performance Measurements
Trunk Group Performance – Trunk Group Service Report and Detail January 2001 Raw Data – BLS and CLEC Proprietary	rstewart1.xls sujanctt1.xls sujanloc1.xls	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Trunk Group Performance – Trunk Group Performance Aggregate September 1999 Raw Data – CLEC Proprietary	blk099ga.zip blk099ga.dct ct089ag.txt ct089fl.txt ct089klm.txt ct089nst.txt	PMR-5-D-31	BLS – Interconnection Operations – CLEC Performance Measurements
Collocation – CLEC Aggregate October 1999 Raw Data – BLS and CLEC Proprietary	GA1099RS.xls	PMR-5-D-10	BLS – Interconnection Operations – CLEC Performance Measurements
Trunk Group Performance- Trunk Group Service Report and Detail January 2000 Raw Data – BLS and CLEC Proprietary	Rstewart.xls Sujanctt.xls Sujanloc.xls	PMR-4-I-4	BLS – Interconnection Operations – CLEC Performance Measurements
Trunk Group Performance - Trunk Group Performance Aggregate September 1999 Raw Data – CLEC Proprietary	JAN01_07.TXT JAN08_14.TXT JAN15_21.TXT JAN22_28.TXT JAN29_31.TXT	PMR-4-I-4	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Pre-Ordering – OSS Response Interval Daily TAG and LENS Data Files for January 24, 2000 through January 30, 2000 – BLS and CLEC Proprietary	WeekRawData.zip	PMR-4-A-2	BLS – Interconnection Operations – CLEC Performance Measurements
Pre-Ordering – OSS Response Interval Data Dictionary for Daily TAG and LENS Data Files – BLS and CLEC Proprietary	Action Items Responses.doc	PMR-4-A-1	BLS – Interconnection Operations – CLEC Performance Measurements
Pre-Ordering – OSS Response Interval Procedures Used to Create Raw Data – BLS and CLEC Proprietary	Massage_perl.doc Load_data source.doc	PMR-4-A-1	BLS – Interconnection Operations – CLEC Performance Measurements
Pre-Ordering – OSS Interface Availability List of All Trouble Tickets in December 1999 – BLS and CLEC Proprietary	OUTAGE~1.xls	PMR-4-A-7	EDS
Pre-Ordering – OSS Interface Availability List of All Trouble Tickets in March 2000 and Raw Data for March 2000 – BLS and CLEC Proprietary	JUNE_3~1.XLS JUNE_3~2.XLS	PMR-4-I-17	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Description of Derivation of Ordering PMAP Variables – BLS and CLEC Proprietary	ORFILE2.doc DATARE~1.doc	PMR-4-A-9	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Response from BellSouth Regarding Selected PMAP Raw Data Fields – BLS and CLEC Proprietary	SQMANS~1.doc	PMR-4-A-9	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Data from the LON System for Selected Service Requests – BLS and CLEC Proprietary	KPMG Non-Trunks LON Data Version 1.xls	PMR-4-A-10	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Ordering – Screen Printouts from the LEO System for Selected Service Orders – BLS and CLEC Proprietary	LEOOSS~1.doc	PMR-4-A-10	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Additional information from LEO for Selected Service Requests – BLS and CLEC Proprietary	LEOSYS~1.txt	PMR-4-A-10	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – LON information for seven Local Service Requests – BLS and CLEC Proprietary	PON Extraction 07132000.xls	PMR-4-I-7	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Clarification regarding two LSRs – BLS and CLEC Proprietary	10751.xls	PMR-4-I-7	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Screen Printouts from EXACT System for Selected Service Requests – BLS and CLEC Proprietary	KPMG_D~1.doc	PMR-4-A-10	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Block of Data from the LON System (10/15/99) – BLS and CLEC Proprietary	KPMG 329200 LON Request.xls	PMR-4-A-13	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Block of Data from the LEO System (10/15/99) – BLS and CLEC Proprietary	KPMGRE~1.txt	PMR-4-A-13	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Block of Data from the EXACT System (10/15/99) – BLS and CLEC Proprietary	KPMG_A~1.doc	PMR-4-A-13	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Ordering – Early-stage data from Exact for January 2001 – BLS and CLEC Proprietary	exact_seg1_1000.txt	PMR-B-9	BLS – Interconnection Operations – CLEC Performance Measurements
Ordering – Interview Report Regarding Speed of Answer in Ordering Centers (LCSC) – CLEC Proprietary	PMR4_000202IntReport ASALCSCWong.doc	PMR-4-B-15	KCI
Ordering – Interview Report Regarding Speed of Answer in Ordering Centers (Business) – BLS and CLEC Proprietary	PMR4_000203IntReport ASABusinessWong.doc	PMR-4-B-15	KCI
Ordering - Paper Reports from Automatic Call Distributor for Average Speed of Answer in Business Ordering Centers – BLS and CLEC Proprietary	No Electronic Copy	PMR-4-B-16	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning – Description of Derivation of Provisioning PMAP Variables – BLS and CLEC Proprietary	KPMDOC01.doc	PMR-4-C-17	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning – Unique Keys for Provisioning PMAP Raw Data Tables – BLS and CLEC Proprietary	KPMGRD1.doc	PMR-4-C-17	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning – SOCS Data for Selected Service Orders from ICAIS (October 1999) – BLS and CLEC Proprietary	RAWDAT~1.dat SOCS.sql	PMR-4-C-17	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning – LMOS Data for Selected Service Orders (October 1999) – BLS and CLEC Proprietary	TROUBL~1.ZIP	PMR-4-C-17	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Provisioning - SOCS Data for Average Completion Notice Interval, Jeopardy Interval and Total Service Order Cycle Time (November 1999) – BLS and CLEC Proprietary	ACNIJE~1.doc ACNIJE~1.xls	PMR-4-C-17	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning – Block of SOCS Data (10 / 15 / 99) – BLS and CLEC Proprietary	1ST50s~1.xls	PMR-4-C-19	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning – Block of SOCS Data (11 / 8 / 99) – BLS and CLEC Proprietary	1ST301~1.xls	PMR-4-C-19	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning – Coordinated Customer Conversions WFA-C Screen Printouts for Selected Service Orders (October 1999) – BLS and CLEC Proprietary	TABLE1~1.DOC CO0DH3K3.DOC CO11M357.DOC CO2HD4G7.DOC CO3YT2N5.DOC CO78KVH6.DOC COB66866.DOC NO7R2B93.DOC NO8W4136.DOC NOD46FP4.DOC NOG2L5C4.DOC	PMR-4-C-22	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Provisioning – Coordinated Customer Conversions WFA-C Screen Printouts of Service Orders Completed on 10/15/99 – BLS and CLEC Proprietary	CCC101~1.XLS CO05D252.DOC CO0PX8N2.DOC CO141383.DOC CO1J7P63.DOC CO1Y28B5.DOC CO29PFD7.DOC CO2MN975.DOC CO2NYL44.DOC CO3BD7Q4.DOC CO480G55.DOC CO5LP642.DOC CO6M3QB0.DOC CO7KJR34.DOC CO7PQXB9.DOC CO84YTX9.DOC CO8X67M7.DOC CO9MWLP3.DOC COB6F4L7.DOC COB7L7X3.DOC COBPT6K2.DOC COD0TT95.DOC COFR9DN5.DOC COFV8M27.DOC COWBY075.DOC NOC8VBK7.DOC	PMR-4-C-25	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning – Coordinated Customer Conversion Screen Printouts of Selected Service Orders (May 2000) – BLS and CLEC Proprietary	De107.7.1.doc	PMR-4-I-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning – Coordinated Customer Conversion SQM report for May 2000 – BLS and CLEC Proprietary	CCMAY00.XLS	PMR-4-I-9	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning – Service Order Accuracy Code Lists – BLS and CLEC Proprietary	No Electronic Copy	PMR-4-C-27	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Provisioning – Service Order Accuracy Resale Order and UNE Order Guidelines – BLS and CLEC Proprietary	No Electronic Copy	PMR-4-C-27	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning – Service Order Accuracy Document Describing Sampling Process – BLS and CLEC Proprietary	SAMPLE.doc	PMR-4-C-27	BLS – Interconnection Operations – CLEC Performance Measurements
Provisioning – Service Order Accuracy Selected Local Service Requests with Accompanying Service Orders – BLS and CLEC Proprietary	No Electronic Copy	PMR-4-C-28	BLS – Interconnection Operations – CLEC Performance Measurements
Maintenance and Repair – Description of Derivation of Provisioning PMAP Variables – BLS and CLEC Proprietary	M&RAUD~1.xls	PMR-4-D-30	BLS – Interconnection Operations – CLEC Performance Measurements
Maintenance and Repair – Additional Information About Derivation of Provisioning PMAP Variables – BLS and CLEC Proprietary	PMAPFI~1.doc	PMR-4-D-30	BLS – Interconnection Operations – CLEC Performance Measurements
Maintenance and Repair - Data from LMOS System for Selected Trouble Tickets (October 1999) – BLS and CLEC Proprietary	DEFS_M~1.doc KMPG1.txt KPMG2.txt	PMR-4-D-31	BLS – Interconnection Operations – CLEC Performance Measurements
Maintenance and Repair – Screen Printouts from the WFA System for Selected Trouble Tickets (October 1999) – BLS and CLEC Proprietary	No Electronic Copy	PMR-4-D-31	BLS – Interconnection Operations – CLEC Performance Measurements
Maintenance and Repair - Block of Data from LMOS System (10/15/99) – BLS and CLEC Proprietary	GA_OCT15.txt	PMR-4-D-33	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Maintenance and Repair – Block of Data from WFA System (10/15/99) – BLS and CLEC Proprietary	No Electronic Copy	PMR-4-D-33	BLS – Interconnection Operations – CLEC Performance Measurements
Maintenance and Repair – Interview Report Regarding OSS Response Interval – BLS and CLEC Proprietary	PMR4_000223IntReport M&ROSSResponseIntervalWong.doc	PMR-4-D-35	KCI
Maintenance and Repair – Interview Report Regarding Average Answer Delay in Repair Centers (UNE and BRMC) – BLS and CLEC Proprietary	PMR4_000203IntReport AvgAnswerDelayUNE_BRMCWong.doc	PMR-4-D-36	KCI
Maintenance and Repair – Interview Report Regarding Average Answer Delay in Repair Centers (Business) – BLS and CLEC Proprietary	PMR4_000214IntReport AvgDelayBusinessWong.doc	PMR-4-D-36	KCI
Maintenance and Repair - Data from Automatic Call Distributor for Average Answer Time in Business Repair Centers – BLS and CLEC Proprietary	BRC_ASA.ZIP	PMR-4-D-37	BLS – Interconnection Operations – CLEC Performance Measurements
Billing - Flow Charts of Data Flows – BLS and CLEC Proprietary	DOCUME~1.doc	PMR-4-D-39	BLS – Interconnection Operations – CLEC Performance Measurements
Billing – CABS - CLEC Invoice Accuracy SQL Code – BLS and CLEC Proprietary	SQLQUE~1.doc	PMR-4-D-39	BLS – Interconnection Operations – CLEC Performance Measurements
Billing – CABS – BellSouth Adjustments SQL Code – BLS and CLEC Proprietary	QBSTADJW.doc	PMR-4-D-39	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Billing – Requirements Document for CRIS Invoice Accuracy for CLECs and BellSouth Aggregate – BLS and CLEC Proprietary	INVOIC~1.doc	PMR-4-D-39	BLS – Interconnection Operations – CLEC Performance Measurements
Billing – CABS Invoice Accuracy Data for Selected CLECs for October 1999 for the state of Georgia – BLS and CLEC Proprietary	MQ5557TB.xls TJRNL.xls TUSOC.xls TVOUCHR.xls	PMR-4-D-40	BLS – Interconnection Operations – CLEC Performance Measurements
Billing – CRIS Invoice Accuracy Data for Selected CLECs for October 1999 for the state of Georgia – BLS and CLEC Proprietary	KPMG#3.xls	PMR-4-D-40	BLS – Interconnection Operations – CLEC Performance Measurements
Billing – CRIS Invoice Accuracy Data for Selected CLECs for March 2000 for the state of Georgia – BLS and CLEC Proprietary	KPMGVERI.xls GA770Q85.xls	PMR-4-I-12	BLS – Interconnection Operations – CLEC Performance Measurements
Billing – BellSouth Revenue Data from MAREV Database for October 1999 for the state of Georgia (with Data Dictionary) – BLS and CLEC Proprietary	GAOCT1999.db1.mdb MAREVSDA.doc	PMR-4-D-40	BLS – Interconnection Operations – CLEC Performance Measurements
Billing – BellSouth CABS Adjustments Data for October 1999 for the state of Georgia – BLS and CLEC Proprietary	GAADJS.xls	PMR-4-D-40	BLS – Interconnection Operations – CLEC Performance Measurements
Billing – BellSouth CRIS Adjustments Data for October 1999 for the state of Georgia (with Data Dictionary) – BLS and CLEC Proprietary	Gabst.txt AUDITBST.doc	PMR-4-D-40	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Billing - CLEC Invoice Timeliness Reporting, Procedures - CLEC – CLEC Proprietary	PROCED~1.doc	PMR-4-D-42	BLS – Interconnection Operations – CLEC Performance Measurements
Billing - CLEC Invoice Timeliness Reporting, Procedures – Aggregate – CLEC Proprietary	PROCED~2.doc	PMR-4-D-42	BLS – Interconnection Operations – CLEC Performance Measurements
Billing - CLEC Invoice Timeliness Reporting, Procedures – Queries – CLEC Proprietary	PROCED~3.doc	PMR-4-D-42	BLS – Interconnection Operations – CLEC Performance Measurements
Billing – Data Regarding BellSouth Aggregate Bills for October 1999 – CLEC Proprietary	1099BD~1.XLS 1999BI~1.XLS CLUBSO~1.XLS CABSOC~1.XLS GRANDT~1.XLS	PMR-4-D-42	BLS – Interconnection Operations – CLEC Performance Measurements
Billing – List of CLEC accounts, January 2000 – CLEC Proprietary	JANBDC.xls JAN_BDC.xls	PMR-4-D-42	BLS – Interconnection Operations – CLEC Performance Measurements
Billing - Paper Reports Indicating Transmission Dates of CRIS and CABS Bills for January 2000 for Selected CLECs – CLEC Proprietary	No Electronic Copy	PMR-4-E-50	BLS – Interconnection Operations – CLEC Performance Measurements
Billing - Additional Paper Reports Indicating Dates when CABS Bills are Mailed or Electronically Transmitted for Selected CLECs (January 2000) – CLEC Proprietary	No Electronic Copy	PMR-4-I-13	BLS – Interconnection Operations – CLEC Performance
Billing - BellCore Data Listing BellSouth Pack Failures in October 1999 – BLS and CLEC Proprietary	PKFL1099.doc	PMR-4-D-45	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Billing - Record Layout of Header and Trailer Record of an ODUF file – BLS and CLEC Proprietary	ODUFPA~1.doc	PMR-4-D-45	BLS – Interconnection Operations – CLEC Performance Measurements
Billing - ODUF file for a Selected CLEC for the month of August 1999 – BLS and CLEC Proprietary	AUG.zip	PMR-4-D-45	BLS – Interconnection Operations – CLEC Performance Measurements
Billing - CMDS file for BellSouth for the month of October 1999 – BLS and CLEC Proprietary	KPMGIN~1.txt	PMR-4-D-45	BLS – Interconnection Operations – CLEC Performance Measurements
Operator Services (Toll) and Directory Assistance - January 2000 Capture Files for Operator Services – BLS and CLEC Proprietary	CGTL02~1.TXT GADA02~1.TXT CGTL0101.TXT CGTL0102.TXT CGTL0103.TXT CGTL0104.TXT CGTL0105.TXT CGTL0106.TXT CGTL0107.TXT CGTL0108.TXT CGTL0109.TXT CGTL0110.TXT CGTL0111.TXT CGTL0112.TXT CGTL0113.TXT CGTL0114.TXT CGTL0115.TXT CGTL0116.TXT CGTL0117.TXT CGTL0118.TXT CGTL0119.TXT CGTL0120.TXT CGTL0121.TXT CGTL0122.TXT CGTL0123.TXT CGTL0124.TXT CGTL0125.TXT CGTL0126.TXT CGTL0127.TXT CGTL0128.TXT	PMR-4-F-2	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
	CGTL0129.TXT CGTL0130.TXT CGTL0131.TXT ECA0101.TXT ECA0102.TXT ECA0103.TXT ECA0104.TXT ECA0105.TXT ECA0106.TXT ECA0107.TXT ECA0108.TXT ECA0109.TXT ECA0110.TXT ECA0111.TXT ECA0112.TXT ECA0113.TXT ECA0114.TXT ECA0115.TXT ECA0116.TXT ECA0117.TXT ECA0118.TXT ECA0119.TXT ECA0120.TXT ECA0121.TXT ECA0122.TXT ECA0123.TXT ECA0124.TXT ECA0125.TXT ECA0126.TXT ECA0127.TXT ECA0128.TXT ECA0129.TXT ECA0130.TXT ECA0131.TXT		

Document	File Name	Location in Work Papers	Source
Operator Services (Toll) and Directory Assistance - January 2000 Capture Files for Directory Assistance – BLS and CLEC Proprietary	GADA0101.TXT GADA0102.TXT GADA0103.TXT GADA0104.TXT GADA0105.TXT GADA0106.TXT GADA0107.TXT GADA0108.TXT GADA0109.TXT GADA0110.TXT GADA0111.TXT GADA0112.TXT GADA0113.TXT GADA0114.TXT GADA0115.TXT GADA0116.TXT GADA0117.TXT GADA0118.TXT GADA0119.TXT GADA0120.TXT GADA0121.TXT GADA0122.TXT GADA0123.TXT GADA0124.TXT GADA0125.TXT GADA0126.TXT GADA0127.TXT GADA0128.TXT GADA0129.TXT GADA0130.TXT GADA0131.TXT	PMR-4-F-2	BLS – Interconnection Operations – CLEC Performance Measurements
E911- Interview Report Regarding Data Used to Calculate E911 SQMs – BLS and CLEC Proprietary	PMR4_000217IntReportE911Wong.doc	PMR-4-F-3	KCI

Document	File Name	Location in Work Papers	Source
Trunk Group Performance – FOCEXEC Code Used to Create Raw Data Files – BLS and CLEC Proprietary	BSTBLKG.DOC BSTICRPT.DOC CHECKLST.DOC ALL2.DOC BSTMAKE1.DOC BSTSTATE.DOC OPT2.DOC CO-RPT~1.FOC ICDATF~1.FOC SUJANC~1.FOC	PMR-4-F-6	BLS – Interconnection Operations – CLEC Performance Measurements
Trunk Group Performance – Response to KCI's Information Requests – BLS and CLEC Proprietary	PMR4INT.DOC PMR4DATA.DOC	PMR-4-F-6	BLS – Interconnection Operations – CLEC Performance Measurements
Trunk Group Performance – January 2001 Early-Stage Data – BLS and CLEC Proprietary	jansamp.zip	PMR-4-F-6	BLS – Interconnection Operations – CLEC Performance Measurements
Collocation – Interview Report of Interview Held on 4/10/00 with Collocations SMEs – BLS and CLEC Proprietary	PMR4_000410IntReport CollocationMangla.doc	PMR-4-F-7	KCI
Collocation - Summary Material for Selected Physical and Virutal Collocations – BLS and CLEC Proprietary	No Electronic Copy	PMR-4-G	BLS – Interconnection Operations – CLEC Performance Measurements
Collocation - Material for Selected Physical Collocations – BLS and CLEC Proprietary	No Electronic Copy	PMR-4-G	BLS – Interconnection Operations – CLEC Performance Measurements
Collocation - Material for Selected Virtual Collocations – BLS and CLEC Proprietary	No Electronic Copy	PMR-4-H	BLS – Interconnection Operations – CLEC Performance Measurements
Collocation - June 2000 Collocation raw data spreadsheet – BLS and CLEC Proprietary	GA0600.xls	PMR-4-H	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Request for Documents 121799.doc – BLS and CLEC Proprietary	Request for Documents 121799.doc	PMR-1-A-1	KCI
Raw Data Validation Procedures – BLS and CLEC Proprietary	RWDATVAL.doc	PMR-1-A-1	BLS – Interconnection Operations – CLEC Performance Measurements
Response to Question 1B of KCI Memo	QUES1B.doc	PMR-1-A-1	BLS – Interconnection Operations – CLEC Performance Measurements
Response to Question 1D of KCI Memo	QUES1D.doc	PMR-1-A-1	BLS – Interconnection Operations – CLEC Performance Measurements
Request for Documents 0107.doc	Request for Documents 0107.doc	PMR-1-A-2	KCI
Response to January 7, 2000 Request for Documentation memo	PROCES~1.doc	PMR-1-A-2	BLS – Interconnection Operations – CLEC Performance Measurements
Audit documentation request for ICAIS Parity Reporting System	Smith – Audit113099.doc	CD: PMR1-CD1	BLS – Interconnection Operations – CLEC Performance Measurements
Georgia Public Service Commission Docket No. 7892-U	7892_ORDER.TIF	PMR-1-A-2	BLS – Interconnection Operations – CLEC Performance Measurements
Request for Completed Run Books	PMR1012500DocRqstAlford.doc	PMR-1-A-3	KCI
PMAP Run Books “December Run” “Jan 2000 Run Book” – BLS Proprietary	No Electronic Copy	PMR-1-A-3	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Request for Documents on Preparation of Service Order Accuracy	PMR124030300DocRqst Alford	PMR-1-A-6	KCI
Interview Report of the January 13, 2000 interview with Bill Sellers	PMR1_000113_IntReport Alford.doc	PMR-1-A-7	BLS – Interconnection Operations – CLEC Performance Measurements
PMAP Run Book, Draft 11 / 02 / 99 – BLS Proprietary	RUNBOO~1.DOC	CD: PMR1-CD1	BLS – Interconnection Operations – CLEC Performance Measurements
Request for documentation resulting from interview with Bill Sellers	WES0006.DOC	PMR-1-A-7	BLS – Interconnection Operations – CLEC Performance Measurements
Performance Measurement and Analysis Platform (PMAP) Backup & Disaster Recovery Overview – BLS Proprietary	Backrec.doc	PMR-1-A-7	BLS – Interconnection Operations – CLEC Performance Measurements
Periodic Activities of an Oracle DBA –CLEC Proprietary	DBAHBV3.doc	PMR-1-A-7	BLS – Interconnection Operations – CLEC Performance Measurements
Audit and Control Document – BLS Proprietary	Audit and Control Points2.doc	PMR1-CD1	BLS – Interconnection Operations – CLEC Performance Measurements
Interview Report of February 2, 2000 interview with Stephanie Ford and Richard Bray	PMR2_000202_IntReport Moulin.doc	PMR-1-A-8	KCI
Spreadsheet comparing number of records in various filed – BLS and CLEC Proprietary	No Electronic Copy	PMR-1-A-8	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Interview Report of the February 8, 2000 interview regarding Legacy Source systems	PMR1_000208_IntReport Alford.doc	PMR-1-A-9	KCI
Response to 2/8/00 Meeting Action Items	KPMG 02152000 Audit Response.doc	PMR-1-A-9	BLS – Interconnection Operations – CLEC Performance Measurements
Storage Manager Overview – BLS and CLEC Proprietary	KPMG Audit Attach #3.XLS	PMR-1-A-9	BLS – Interconnection Operations – CLEC Performance Measurements
LCSC Order Tracker Release Management Process – BLS and CLEC Proprietary	KPMG Audit Attach #5.vsd	PMR-1-A-9	BLS – Interconnection Operations – CLEC Performance Measurements
Audit Attachment #1	KPMG Audit Attach #1.doc	PMR-1-A-9	BLS – Interconnection Operations – CLEC Performance Measurements
Interview Report of the February 21, 2000 interview with Ray Lee	PMR1_000221_IntReport Alford.doc	PMR-1-A-11	KCI
Completed Interview Guide from Ray Lee	IGLEE2.DOC	PMR-1-A-11	BLS – Interconnection Operations – CLEC Performance Measurements
Responses on Interview Summary from February 21, 2000 interview with Ray Lee	RAYSUM.DOC	PMR-1-A-11	BLS – Interconnection Operations – CLEC Performance Measurements
List of participants in February 28, 2000 interview and walkthrough	02282000 Interview_Walkthrough Participants - Backup Process.doc	PMR-1-B-12	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Interview Report for the February 28, 2000 walkthrough of the Regional Data Center	PMR1_022800_WalkThroughRptAlford.doc	PMR-1-B-13	KCI
Response on Interview Summary from February 28, 2000 walkthrough	KPMG walkthrough feedback.doc	PMR-1-B-13	BLS – Interconnection Operations – CLEC Performance Measurements
Interview Report of the February 29, 2000 and March 1, 2000 meetings with various SMEs	PMR1_000229_IntReportAlfordSMEs.doc	PMR-1-B-14	KCI
Response on Interview Summary from the February 29, 2000 interview with Terri Ferrara	KPMG-I~1.DOC	PMR-1-B-14	BLS – Interconnection Operations – CLEC Performance Measurements
Response on Interview Summary from the March 1, 2000 interview with Treva Gardner	TGSMEI~1.DOC	PMR-1-B-14	BLS – Interconnection Operations – CLEC Performance Measurements
Response on Interview Summary from the February 29, 2000 interview with Linda Gilley	GILLEY.DOC	PMR-1-B-14	BLS – Interconnection Operations – CLEC Performance Measurements
Response on Interview Summary from the March 1, 2000 interview with Steve Elliott	KPMGNTV1.DOC	PMR-1-B-14	BLS – Interconnection Operations – CLEC Performance Measurements
Response on Interview Summary from the March 1, 2000 interview with Ted McDonald	No Electronic Copy	PMR-1-B-14	BLS – Interconnection Operations – CLEC Performance Measurements
Interview Report for the March 6, 2000 walkthrough of the PMAP Production Facilities	PMR1_030600_WalkthroughRptAlford.doc	PMR-1-B-16	KCI

Document	File Name	Location in Work Papers	Source
PMAP 2.0 March Production Runs – BLS Proprietary	No Electronic Copy	PMR-1-B-16	BLS – Interconnection Operations – CLEC Performance Measurements
E-mail provided to SMEs of Run Jobs – BLS Proprietary	No Electronic Copy	PMR-1-B-16	BLS – Interconnection Operations – CLEC Performance Measurements
Interview Report of the March 7, 2000 interview regarding the OS/DA metric and data collection by QMIS	PMR1_000307_IntReport AlfordQMIS.doc	PMR-1-B-17	KCI
Georgia DA Data Input – BLS and CLEC Proprietary	No Electronic Copy	PMR-1-B-17	BLS – Interconnection Operations – CLEC Performance Measurements
Carolina/Georgia Toll Data Input – BLS and CLEC Proprietary	No Electronic Copy	PMR-1-B-17	BLS – Interconnection Operations – CLEC Performance Measurements
Corrections to OS/DA Diagram from Interview Summary	No Electronic Copy	PMR-1-B-17	BLS – Interconnection Operations – CLEC Performance Measurements
Interview Report of the March 7, 2000 interview with Phil Porter	PMR1_000307_IntRptAlf ordPorter.doc	PMR-1-B-18	KCI
Confirmation of the Interview Summary sent by KCI regarding the March 7, 2000 interview with Phil Porter	No Electronic Copy	PMR-1-B-18	BLS – Interconnection Operations – CLEC Performance Measurements
Service Quality Measurements Functional Organization – BLS and CLEC Proprietary	MOOREORG.PPT	PMR-1-B-19	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
Flow chart of the flow of information from Source Systems, through Staging, NODS, and DDS – BLS and CLEC Proprietary	PAGE4.DOC	PMR-1-B-21	BLS – Interconnection Operations – CLEC Performance Measurements
Procedures used to calculate Coordinated Customer Conversions	CCCREP~1.DOC	PMR-1-B-22	BLS – Interconnection Operations – CLEC Performance Measurements
Procedures used to gather data for OSS Response Interval	No Electronic Copy	PMR-1-B-23	BLS – Interconnection Operations – CLEC Performance Measurements
Sample e-mail notifying the SMEs of validation results	No Electronic Copy	PMR-1-B-24	BLS – Interconnection Operations – CLEC Performance Measurements
Flow charts describing how E911 data is used in / by different systems	No Electronic Copy	PMR-1-B-25	BLS – Interconnection Operations – CLEC Performance Measurements
Information regarding Average Answer Time in Repair Centers (Business)	No Electronic Copy	PMR-1-B-26	BLS – Interconnection Operations – CLEC Performance Measurements
Response from Dan Baxter regarding for February 28, 2000 interview regarding OSS Interface Availability and REM	FW:	PMR-1-B-27	BLS – Interconnection Operations – CLEC Performance Measurements
PMAP Run Book "December Run" – BLS Proprietary	No Electronic Copy	PMR-1-D-34	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
PMAP Run Book "Jan 2000 Run Book" – BLS Proprietary	No Electronic Copy	PMR-1-D-34	BLS – Interconnection Operations – CLEC Performance Measurements
Implementation Manual – BLS Proprietary	No Electronic Copy	PMR-1-D-35	BLS – Interconnection Operations – CLEC Performance Measurements

2.4.1 Data Generation/Volumes

This test relied on review of data files and supporting documentation, as well as interviews with BellSouth personnel.

2.5 Evaluation Methods

KCI evaluated the *accuracy* of the raw data by executing the three steps below, both for the CLEC aggregate and, where applicable, BellSouth retail data. The month examined varied, depending on data availability[1].

1. KCI first identified the "key fields"[2] in the raw data for the SQMs in each service domain, and then determined which early-stage data sources contained the same fields. In selecting early-stage data sources, KCI focused on the earliest stages of data processing for which BellSouth records were available. If the raw data fields contained derived values (i.e., values that were calculated from earlier data), KCI determined all the early-stage variables that were needed to calculate those values, and included the corresponding early-stage data sources in its selection.

2. KCI drew a random sample of values for each key field in the raw data and asked BellSouth for all related early-stage records. BellSouth extracted the data electronically or via printouts. When necessary, KCI obtained instructions from BellSouth to calculate derived values from early-stage records.

[1] In some instances BellSouth did not retain the early-stage data as far back as October 1999. In such instances, KCI performed the integrity testing on the earliest month for which BellSouth could provide the data.

[2] A raw data field was considered to be a "key field" if it was either a critical element in a particular SQM calculation or it was common to most of the SQMs in a particular domain.

3. KCI compared the values in the raw data sample to the corresponding values in the early-stage records or to the values it derived from those records. If the values matched, KCI concluded that the respective raw data were accurate.

KCI evaluated the *completeness* of the raw data by following a two–step procedure.

1. KCI extracted a large block of consecutive records from each set of early-stage data provided by BellSouth in step two above.
2. For each block, KCI determined whether all of the records were accounted for in the raw data records. If every early-stage record was accounted for, KCI concluded that the respective raw data were complete.

2.6 Analysis Methods

The Metrics Data Integrity Verification and Validation Review included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth-Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the test.

3.0 Results Summary

This section identifies the discrete 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 VIII-4.3: Evaluation Criteria and Results

Test Cross-Reference	Evaluation Criteria	Result	Comments
Pre-Ordering – Average OSS Response Time and Response Interval			
PMR4-1-1	The selected raw data and the corresponding early-stage data agree.	Not Complete	KCI found that the selected raw data values and the corresponding early-stage data for the CLEC aggregate in January 2000 did not agree. KCI derived the following raw data fields from early-stage data (LENS & TAG servers, January 24 to January 30): total number of accesses, total access time in milliseconds, number of accesses that took less than 2.3 seconds, and number of accesses that

Test Cross-Reference	Evaluation Criteria	Result	Comments
			took more than six seconds. The derived values did not match the corresponding raw data values. See Exception 89 for additional information on this issue. BLS is currently working on resolving this issue. KCI will be retesting both CLEC aggregate and BLS Retail data once BLS has resolved this issue.
PMR4-1-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	Initially, KCI found that certain records in the earlier-stage data (TAG server, October 1999 and January 2000) were missing from the raw data. BLS explained that KCI-identified records in the earlier-stage data were missing from the raw data due to server capacity problems. BLS stated that it increased the TAG server capacity to four gigabytes of free space. See Exception 92 for additional information on this issue. KCI re-tested by reviewing the completeness of the August 2000 data. All of the selected early-stage data for August were accounted for in the August raw data. Exception 92 is closed. For the BLS retail data, KCI found that all the early-stage data were accounted for in the raw data in August 2000. KCI tested the RNS and ROS servers for BLS retail.
Pre-Ordering – OSS Interface Availability			
PMR4-2-1	The selected raw data and the corresponding early-stage data agree.	Satisfied[3]	KCI found that the selected raw data values and their corresponding early-stage counterparts for the CLEC aggregate and BLS retail agreed for December 1999.

[3] KCI compared the raw data and early-stage data based upon the processes that were in place in December 1999. Recently, BellSouth has indicated that it will be updating the processes used to create the data sets in question. See PMR 2-2-3 and PMR 2-2-4 for additional information.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PMR4-2-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied[3]	Initially, KCI found that certain full outages for one component were missing from the raw data for the CLEC aggregate and BLS retail (December 1999). Additionally, the raw data listed the component under a different model / version than the early-stage data. BLS indicated that the raw data for this component was missing from the reports between September 1999 through February 2000. KCI retested this criterion using March 2000 data and found that all of the selected early-stage data were accounted for in the raw data. See Exception 92 for additional information on this issue. Exception 92 is closed.
Ordering – Percent Rejected Service Requests			
PMR4-3-1	The selected raw data and the corresponding early-stage data agree.	Not Complete	Initially, KCI found that the selected raw data values and the corresponding early-stage data from LEO did not agree for the CLEC aggregate in October 1999. KCI derived REJECT_DURATION from LEO and LON data and could not match the raw data value for one LEO service request (OCN / PON / VER).[4] Additionally, KCI found that the raw data classified one service request as partially mechanized, whereas the early-stage LEO data identified it as a mechanized order. See Exception 89 for additonal information on this issue. BLS provided explanations for each of the discrepancies found. The

[4] OCN is Operating Company Number, PON is Purchase Order Number, and VER is Version Number.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			issues in Exception 89 that relate to this criterion are resolved. BLS made changes in its calculations of the reject duration, and KCI restested using October 2000 data. KCI could not match the calculation for one LEO and one LON record. See Exception 131 for additional information on this issue.
PMR4-3-2	All of the selected early-stage data were accounted for in the raw data.	Not Complete	KCI found that some service requests in the LON database were missing from the corresponding raw data for October 1999. KCI tested a sample of early-stage records from the LEO and LON systems for October 15, 1999. BLS explained that the selected early-stage data were missing from the raw data because they failed to meet certain selection criteria. See Exception 92 for additional information on this issue. Exception 92 is closed. BLS made changes in its calculations of the reject duration, and KCI retested using October 2000 data. KCI found that 18 records from a sample of 25 early-stage LON records did not appear in any of the three ordereing raw data files for non-trunks. See Exception 131 for additional information on this issue.
Ordering – Reject Interval			
PMR4-4-1	The selected raw data and the corresponding early-stage data agree.	Not Complete[5]	Initially, KCI found that the selected raw data values and their early-stage LEO counterparts did not agree for CLEC aggregate in October 1999. KCI derived REJECT_DURATION from

[5] KCI compared the raw data and early-stage data based upon the processes that were in place in October 1999 and October 2000. Recently BellSouth has indicated that it will be using different time stamps for calculation purposes. See PMR 2-4-2 and PMR 2-4-3 for additional information.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			LEO and LON data, and could not match the raw data value for one LEO service request. Additionally, KCI found that the raw data classified one service request as partially mechanized, whereas the early-stage LEO data element identified it as a mechanized order. See Exception 89 for additonal information on this issue. BLS provided explanations for each of the discrepancies found. The issues in Exception 89 that relate to this criterion are resolved. BLS made changes in its calculations of the reject duration, and KCI restested using October 2000 data. KCI could not match the calculation for one LEO and one LON record. See Exception 131 for additional information on this issue.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PMR4-4-2	All of the selected early-stage data were accounted for in the raw data.	Not Complete[5]	Initially, KCI found that some service requests in the LON database were missing from the corresponding raw data for October 1999. KCI tested a sample of early-stage records from the LEO and LON systems for October 15, 1999. BLS explained that the selected early-stage data were missing from the raw data because they failed to meet certain selection criteria. See Exception 92 for additional information on this issue. Exception 92 is closed. BLS made changes in its calculations of the reject duration, and KCI retested usingOctober 2000 data. KCI found that 18 records from a sample of 25 early-stage LON records did not appear in any of the three ordering raw data files for non-trunks. See Exception 131 for additional information on this issue.
Ordering – Firm Order Confirmation Timeliness			
PMR4-5-1	The selected raw data and the corresponding early-stage data agree.	Not Complete[6]	Initially, KCI found that the selected raw data values and their early-stage EXACT counterparts did not agree for the CLEC aggregate in October 1999. KCI found EXACT records where the same ASR[7] was associated with more than one ACNA, PON and VER, and therefore could not validate the accuracy of the raw data values in the selected sample. Upon investigation, BLS identified an error in the raw data

[6] KCI compared the raw data and early-stage data based upon the processes that were in place in October 1999 and October 2000. Recently BellSouth has indicated that it will be using different time stamps for calculation purposes. See PMR 2-5-2 and PMR 2-5-3 for additional information.

[7] ASR is Access Service Request, and ACNA is Access Customer Name Abbreviation.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			creation process of the Firm Order Confirmation Timeliness raw data file for Trunks. The impact of this error is that the PMAP raw data contain both the local trunks and access trunks from the EXACT system whereas only local trunks should have been captured. See Exception 89 for additional information on this issue. BLS stated that it has addressed the problem effective with the June 2000 data. KCI retested data accuracy by reviewing the data for the month of June 2000. The selected June raw data and the corresponding early-stage data agree. The issues in Exception 89 that relate to this criterion are resolved. BLS made changes in its calculations of the FOC duration, and KCI retested usingOctober 2000 data. KCI found no discrepancies in the calculation of the FOC duration in the trunk sample selected. However, KCI found that for three LON (non-trunk) orders, the KCI-calculated FOC duration did not match the corresponding BLS - reported value in the raw data files. See Exception 131 for additional information on this issue.
PMR4-5-2	All of the selected early-stage data were accounted for in the raw data.	Not Complete[8]	KCI found that certain records in the LON database were missing from the corresponding raw data for October 1999. None of the selected early-stage records from the EXACT system could be found in the October 1999 raw data

[8] KCI compared the raw data and early-stage data based upon the processes that were in place in October 1999 and October 2000. Recently BellSouth has indicated that it will be using different time stamps for calculation purposes. See PMR 2-5-2 and PMR 2-5-3 for additional information.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			for trunks. KCI found that the same ASR in the early-stage EXACT data and the raw data was associated with a different ACNA, PON, and VER. KCI tested a sample of earlier-stage records from the LEO, LON and EXACT systems for October 15, 1999. See Exception 89 for additional information on this issue. BLS explained that the selected early-stage data from LON were missing from the raw data because they failed to meet certain selection criteria. Upon investigation, BLS identified an error in the raw data creation process of the Firm Order Confirmation Timeliness raw data file for Trunks. The impact of this error is that the PMAP raw data contain both the local trunks and access trunks from the EXACT system whereas only local trunks should have been captured. BLS stated that they have fixed the problem starting with June 2000 data. KCI retested the completeness of the raw data by reviewing these June 2000 data. All of the selected early-stage data were accounted for in the raw data. The issues in Exception 89 that relate to this criterion are resolved. BLS made changes in its calculations of the FOC duration, and KCI retested this SQM using October 2000 data. KCI found that 18 early-stage records could not be located in the BLS raw data files. See Exception 131 for additional information on this issue.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Ordering –Speed of Answer in Ordering Centers			
PMR4-6-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their corresponding early-stage counterparts agreed. Initially, KCI found that the selected raw data values and the corresponding early-stage data did not agree for Retail Small Business in October 1999. KCI found two instances where Number of Calls Handled in the raw data did not match the number of calls handled in the early-stage data. BLS explained that the difference in the early-stage data and raw data was a result of human error. BLS proposed certain measures to reduce human errors to a minimum. BLS stated that it will eliminate the manual process entirely and begin tracking alternate options data separately on a region-wide basis. See Exception 89 for additional information on this issue. The issues in Exception 89 that relate to this criterion are resolved. KCI found that the selected raw data values agreed with the corresponding early-stage data for the CLEC aggregate for October 1999. In this case the raw data used for the calculation of the SQM were the same as the early-stage data. The raw data used for the calculation of the SQM for BLS Residence Centers were obtained from a switch; therefore, no data integrity test was performed on these raw data.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PMR4-6-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	For CLEC aggregate and BLS Business Centers, KCI found that the raw data were complete for all of October 1999. The raw data used for the calculation of the SQM for BLS Residence Centers were obtained from a switch; therefore no data integrity test was performed on these raw data.
Provisioning - Mean Held Order Interval and Distribution Intervals			
PMR4-7-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their corresponding early-stage counterparts agreed. Initially, KCI found that the selected CLEC aggregate and BLS retail raw data values and their early-stage ICAIS counterparts did not agree in October 1999. KCI could not match the values for the field "so_missed_cmtt_cd" for five service orders, and for the field "status" for fourteen service orders in the sample selected. See Exception 89 for additional information on this issue. In response to this exception, BLS stated that they do not have the queries used to extract the original data. KCI is currently retesting this criterion using September 2000 data. KCI retested using September 2000 data and found no discrepancies between the early-stage data values and the raw data values.
PMR4-7-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that certain records from the ICAIS system were missing from the October 1999 raw data.[9] KCI tested a sample of service orders issued on October 15, 1999 from the early-stage ICAIS system.

[9] KCI reviewed the data transfer procedures from SOCS to the ICAIS system and found them appropriate.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			BLS explained that the selected records from the early-stage data were missing from the raw data because they failed to meet specific business requirements. See Exception 92 for additional information on this issue. Exception 92 is closed.
Provisioning – Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices			
PMR4-8-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their early-stage ICAIS counterparts agreed for the CLEC aggregate and BLS retail for November 1999.
PMR4-8-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found the raw data for the calculation of the SQM to be complete for the CLEC aggregate and BLS retail for November 1999. KCI tested a sample of early-stage records from the ICAIS system, all issued on November 8, 1999.
Provisioning - Percent Missed Installation Appointments			
PMR4-9-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their early-stage ICAIS counterparts agreed for the CLEC aggregate and BLS retail for October 1999. During the process of resolving the provisioning issues in Exception 89, BLS explained that they had provided KCI with the early-stage data from the ICAIS live database, instead of the snapshot database. Therefore, KCI retested this criterion using September 2000 data, and found no discrepancies between the early-stage data values and the corresponding raw data values.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PMR4-9-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that certain records from the ICAIS system were missing from the October 1999 raw data. KCI tested a sample of service orders issued on October 15, 1999 from the early-stage ICAIS system. BLS explained that the selected records from the early-stage data were missing from the raw data because they failed to meet specific business requirements. See Exception 92 for additional information on this issue. Exception 92 is closed.
Provisioning - Average Completion Interval / Order Completion Interval Distribution			
PMR4-10-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their corresponding early-stage counterparts agreed. Initially, KCI found that the selected CLEC aggregate and BLS retail raw data values and their early-stage ICAIS counterparts did not agree for October 1999. KCI could not match the the values for the field "status" for three service orders in the sample selected. See Exception 89 for additional information on this issue. In response to this exception, BLS has stated that they do not have the queries used to extract the original data. KCI retested this criterion using September 2000 data, and found that the selected raw data matched the corresponding early-stage data.
PMR4-10-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that certain records from the ICAIS system were missing from the October 1999 raw data. KCI tested a sample of service orders issued on October 15, 1999 from the early-stage ICAIS system.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			BLS explained that the selected records from the early-stage data were missing from the raw data because they failed to meet specific business requirements. See Exception 92 for additional information on this issue. Exception 92 is closed.
Provisioning - Average Completion Notice Interval			
PMR4-11-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected CLEC aggregate and BLS retail raw data values and their early-stage ICAIS counterparts agreed for November 1999.
PMR4-11-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found the raw data for the calculation of the SQM to be complete for the CLEC aggregate and BLS retail for November 1999. KCI tested a sample of early-stage records from the ICAIS system, all issued on November 8, 1999.
Provisioning - Coordinated Customer Conversions			
PMR4-12-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their corresponding early-stage counterparts agreed. Initially, KCI found that the selected raw data values did not agree with their early-stage WFA counterparts for October 1999. KCI found an instance in the raw data where two records were associated with the same ORDER number but with different DUE DATE COMPLETE values. KCI could validate only one of the DUE DATE COMPLETE value against the early-stage data. BLS explained that the error was due to human error. Given that BLS has a new system CCSS[10] in place for

[10] CCSS is the Coordinated Cut Scheduling System.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			tracking the data, KCI retested this criterion using May 2000 data, and found that the raw data and the corresponding early-stage data matched. See Exception 89 for additional information on this issue. The issues in Exception 89 that relate to this criterion are resolved.
PMR4-12-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that all of the selected records from the WFA system were included from the October 1999 raw data, as appropriate. KCI tested a sample of early-stage service orders that were completed on October 15, 1999 from the WFA system.
Provisioning – Percent Provisioning Troubles within 30 days of Service Order Activity			
PMR4-13-1	The selected raw data and the corresponding early-stage data agree.	Not Complete	KCI found that the selected CLEC aggregate and BLS retail raw data values and their early-stage ICAIS counterparts did not agree for October 1999. KCI could not match the values for the field "trouble date" for six non-trunk service orders in the sample selected. BLS explained that the early-stage data did not correspond to the raw data for the selected records because of an error in the procedure that derived the values for the field "trouble date" in the raw data. BLS fixed the error starting in November 1999. KCI retested for the month of December 1999 and found that the early-stage data values correspond to the raw data values. See Exception 89 for additional information on this issue. The issues in Exception 89 that relate to this criterion are resolved. During the process of resolving the

Test Cross-Reference	Evaluation Criteria	Result	Comments
			provisioning issues in Exception 89, BLS explained that they had provided KCI with the early-stage data from the ICAIS live database, instead of the snapshot database. Therefore, KCI needs to retest this criterion using another month. As a result of the issues identified by KCI during the replication testing of this SQM (See PMR-5-11-2), BLS is currently making certain code changes that impact the creation of the raw data files. KCI will commence retesting when these changes have been successfully implemented.
PMR4-13-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that certain records from the ICAIS system were missing from the October 1999 raw data. KCI tested a sample of service orders issued on October 15, 1999 from the early-stage ICAIS system. BLS explained that the selected records from the early-stage data were missing from the raw data because they failed to meet specific business requirements. See Exception 92 for additional information on this issue. Exception 92 is closed.
Provisioning – Total Service Order Cycle Time			
PMR4-14-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected CLEC aggregate and BLS retail raw data values and their early-stage ICAIS counterparts agreed for November 1999.
PMR4-14-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found the raw data for the calculation of the SQM to be complete for the CLEC aggregate and BLS retail for November 1999. KCI tested a sample of early-stage records from the ICAIS system, all issued on November 8, 1999.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Provisioning – Service Order Accuracy			
PMR4-15-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found no disagreement between the selected raw data values and the corresponding early-stage data, based on a comparison of information from the selected local service requests and their associated service orders for September 1999.
PMR4-15-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found no inappropriate deletions from the population of service orders before drawing the sample of service orders used for the SQM calculation.
Maintenance and Repair - Missed Repair Appointments			
PMR4-16-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and the corresponding early-stage data from the LMOS and WFA systems agreed for the CLEC aggregate and BLS retail for October 1999.
PMR4-16-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that certain records from the LMOS and WFA system were missing from the October 1999 raw data. KCI tested a sample of trouble tickets opened on October 15, 1999 from the early-stage LMOS and WFA systems. BLS explained that the selected early-stage records were missing from the raw data because each of these records failed to meet certain selection criteria. See Exception 92 for additional information on this issue. Exception 92 is closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Maintenance and Repair - Customer Trouble Report Rate			
PMR4-17-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and the corresponding early-stage data from the LMOS and WFA systems agreed for the CLEC aggregate and BLS retail for October 1999. The raw data file "Lines in Service" was not tested, as the information that this file comprises does not contain a unique key. There is no way to determine a unique identifer (for individual raw data records), which could then be used to identify a corresponding record in the early-stage data. Therefore, it is not possible to select raw data records and determine whether they are included in the early-stage data.
PMR4-17-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that certain records from the LMOS and WFA system were missing from the October 1999 raw data. KCI tested a sample of trouble tickets opened on October 15, 1999 from the early-stage LMOS and WFA systems. BLS explained that the selected early-stage records were missing from the raw data because each of these records failed to meet certain selection criteria. See Exception 92 for additional information on this issue. Exception 92 is closed.
Maintenance and Repair - Maintenance Average Duration			
PMR4-18-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and the corresponding early-stage data from LMOS and WFA systems agreed for the CLEC aggregate and BLS retail for October 1999.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PMR4-18-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that certain records from the LMOS and WFA system were missing from the October 1999 raw data. KCI tested a sample of trouble tickets opened on October 15, 1999 from the early-stage LMOS and WFA systems. BLS explained that the selected early-stage records were missing from the raw data because each of these records failed to meet certain selection criteria. See Exception 92 for additional information on this issue. Exception 92 is closed.
Maintenance and Repair - Percent Repeat Troubles within 30 days			
PMR4-19-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and the corresponding early-stage data from the LMOS and WFA systems agreed for the CLEC aggregate and BLS retail for October 1999.
PMR4-19-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that certain records from the LMOS and WFA system were missing from the October 1999 raw data. KCI tested a sample of trouble tickets opened on October 15, 1999 from the early-stage LMOS and WFA systems. BLS explained that the selected early-stage records were missing from the raw data because each of these records failed to meet certain selection criteria. See Exception 92 for additional information on this issue. Exception 92 is closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Maintenance and Repair - Out of Service > 24 hours			
PMR4-20-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and the corresponding early-stage data from the LMOS and WFA systems agreed for the CLEC aggregate and BLS retail for October 1999.
PMR4-20-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that certain records from the LMOS and WFA system were missing from the October 1999 raw data. KCI tested a sample of trouble tickets opened on October 15, 1999 from the early-stage LMOS and WFA systems. BLS explained that the selected early-stage records were missing from the raw data because each of these records failed to meet certain selection criteria. See Exception 92 for additional information on this issue. Exception 92 is closed.
Maintenance & Repair – OSS Interface Availability			
PMR4-21-1	The selected raw data and the corresponding early-stage data agree.	Satisfied[11]	KCI found that the selected raw data values and the corresponding early-stage data agreed for the CLEC aggregate and BLS retail for December 1999.

[11] KCI compared the raw data and early-stage data based upon the processes that were in place in December 1999. Recently BellSouth has indicated that it will be updating the processes used to create the data sets in question. See PMR 2-21-3 and PMR 2-21-4 for additional information.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PMR4-21-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied[12]	KCI found that one component with full outage in the early-stage data was missing from the raw data for the CLEC aggregate and BLS retail for December 1999. BLS explained that the component identified in the early-stage data is redundant to another component. These two components contain the same data. Due to this arrangement the two components are not on line at the same time. See Exception 92 for additional information on this issue. Exception 92 is closed.
Maintenance & Repair – OSS Response Interval & Percentages			
PMR4-22-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found no disagreement between the selected CLEC aggregate and BLS retail raw data values and the corresponding early-stage data for October 1999. In this case, the raw data used for the calculation of the SQM were, in fact, the early-stage data.
PMR4-22-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that no records were inappropriately deleted from the October 1999 raw data. In this case, the raw data used for the calculation of the SQM were, in fact, the early-stage data.

[12] KCI compared the raw data and early-stage data based upon the processes that were in place in December 1999. Recently BellSouth has indicated that it will be updating the processes used to create the data sets in question. See PMR 2-21-3 and PMR 2-21-4 for additional information.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Maintenance & Repair – Average Answer Time for Repair Centers			
PMR4-23-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found no disagreement between the raw data values and the corresponding early-stage data for the CLEC aggregate for October 1999. In this case, the raw data used for the calculation of the SQM were, in fact, the early-stage data. For BLS Business Centers, KCI compared the raw data values against the early-stage data for the month of January 2000 and found no disagreement. The raw data used for the SQM calculation for BLS Residence Centers were obtained from a switch; therefore, no data integrity test was performed on the raw data.
PMR4-23-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that the October 1999 raw data used for CLEC aggregate and the January 2000 raw data used for BLS Business Centers were complete. The raw data used for the SQM calculation for BLS Residence Centers were obtained from a switch; therefore, no data integrity test was performed on the raw data.
Billing – Invoice Accuracy			
PMR4-24-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their corresponding early-stage counterparts agreed. Initially, KCI found that the raw data values did not agree with the corresponding early-stage data for the selected CLECs from the CRIS Financial Database for October 1999. KCI found that BLS incorrectly included certain record types in the total billed revenue calculations for the selected CLECs. KCI reviewed CRIS and CABS data for representative OCNs and ACNAs

Test Cross-Reference	Evaluation Criteria	Result	Comments
			and BLS retail for October 1999. BLS explained that there was a coding error that has been fixed starting March 2000. KCI tested for March 2000 and found that the raw data agreed with the corresponding early-stage data. See Exception 89 for additional information on this issue. The issues in Exception 89 that relate to this criterion are resolved.
PMR4-24-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that the early-stage data were accounted for in the raw data for the selected CLECs for March 2000. KCI reviewed CRIS and CABS data for representative OCNs and ACNAs and BLS retail data for March 2000.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Billing – Mean Time to Deliver Invoices			
PMR4-25-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their corresponding early-stage counterparts agreed. Initially, KCI found disagreement between the raw data values and their early-stage CABS counterparts for selected CLECs for January 2000. KCI found that for one billing account, the number of calendar days in the raw data was inconsistent with the CSR Verification Reports. KCI reviewed a representative sample of CRIS and CABS invoices for January 2000. For BLS retail, KCI reviewed October 1999 invoice data. BLS provided KCI with additional supporting documentation for the entire sample of CABS invoices and given this additional material, KCI found that the raw data agreed with the early-stage counterparts for January 2000. See Exception 89 for additional information on this issue. The issues in Exception 89 that relate to this criterion are resolved.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PMR4-25-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found instances where electronically transmitted CABS bills for selected CLECs were missing from the raw data for January 2000. KCI also found a discrepancy of 23 retail bills between the early-stage data and the raw data for October 1999. BLS agreed that thirteen CABS CLEC invoices were missing from the early-stage data. Twelve bills were excluded because of a special billing arrangement with the customer. One bill was excluded from the raw data due to an error. BLS enhanced their quality assurance procedures to avoid such errors in the future. KCI retested this criterion using July 2000 data, and found that one account in the early-stage data was not accounted for in the raw data. KCI retested this criterion again using September 2000 data and found that the early-stage data were appropriately accounted for in the raw data. BLS explained that there is an inconsistency in the early-stage data for BLS retail bills due to human error. KCI retested for the month of December 1999, and found that early-stage retail bill data were correctly reflected in the raw data. See Exception 92 for additional information on this issue. Exception 92 is closed.
Billing – Usage Data Delivery Accuracy			

Test Cross-Reference	Evaluation Criteria	Result	Comments
PMR4-26-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the raw data agreed with the early-stage ODUF counterparts for a representative CLEC for August 1999. KCI also found that the total number of packs sent and re-transmitted for BLS retail agreed with the early-stage counterparts for October 1999.
PMR4-26-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that no packs from the early-stage ODUF data were missing from the raw data for a selected CLEC for August 1999. KCI also found that no packs from the early-stage data were missing from the raw data for BLS retail for October 1999.
Billing – Usage Data Delivery Completeness			
PMR4-27-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the raw data agreed with the early-stage ODUF counterparts for a representative CLEC for August 1999. KCI performed a similar comparison of the early-stage CMDS data to the raw data for BLS retail for October 2000 and found no discrepancy between the early-stage data and the corresponding raw data.
PMR4-27-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that no records from the early-stage ODUF data were missing from the raw data for a selected CLEC for August 1999. KCI also found that no records from the early-stage CMDS data were missing from the raw data for BLS retail in October 1999.
Billing – Usage Data Delivery Timeliness			
PMR4-28-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the raw data agreed with the early-stage ODUF counterparts for a representative CLEC for August 1999. KCI performed a similar comparison of the early-stage CMDS data to the raw data for BLS retail for October 2000 and found no discrepancies between the two data sources

Test Cross-Reference	Evaluation Criteria	Result	Comments
PMR4-28-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that no records from the early-stage ODUF data were missing from the raw data for a selected CLEC for August 1999. KCI also found that no records from the early-stage CMDS data were missing from the raw data for BLS retail in October 1999.
Billing – Mean Time to Deliver Usage			
PMR4-29-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the raw data agreed with the early-stage ODUF counterparts for a representative CLEC for August 1999. KCI performed a similar comparison of the early-stage CMDS data to the raw data for BLS retail for October 2000 and found no discrepancies between the two data sources.
PMR4-29-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that no records from the early-stage ODUF data were missing from the raw data for a selected CLEC for August 1999. KCI also found that no records from the early-stage CMDS data were missing from the raw data for BLS retail in October 1999.
Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll)			
PMR4-30-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their early-stage counterparts agreed for the CLEC aggregate and BLS retail for January 2000. KCI reviewed the capture files to see if there were any manual entries in the database for January 2000, and found that there were none.
PMR4-30-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found the raw data to be complete for the CLEC aggregate and BLS retail for November 1999.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds (Toll)			
PMR4-31-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their early-stage counterparts agreed for the CLEC aggregate and BLS retail for January 2000. KCI reviewed the capture files to see if there were any manual entries in the database for January 2000, and found that there were none.
PMR4-31-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found the raw data to be complete for the CLEC aggregate and BLS retail for November 1999.
Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA)			
PMR4-32-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their early-stage counterparts agreed for the CLEC aggregate and BLS retail for January 2000. KCI reviewed the capture files to see if there were any manual entries in the database for January 2000, and found that there were none.
PMR4-32-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found the raw data to be complete for the CLEC aggregate and BLS retail for November 1999.
Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds (DA)			
PMR4-33-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their early-stage counterparts agreed for the CLEC aggregate and BLS retail for January 2000. KCI reviewed the capture files to see if there were any manual entries in the database for January 2000, and found that there were none.
PMR4-33-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found the raw data to be complete for the CLEC aggregate and BLS retail for November 1999.

Test Cross-Reference	Evaluation Criteria	Result	Comments
E911 – Timeliness			
PMR4-34-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected CLEC aggregate and BLS retail raw data values and the corresponding early-stage data agreed for October 1999. In this case, the raw data used for the calculation of the SQM were, in fact, the early-stage data.
PMR4-34-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that the raw data for the calculation of the SQM for the CLEC aggregate and BLS retail were complete for October 1999.
E911 – Accuracy			
PMR4-35-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected CLEC aggregate and BLS retail raw data values and the corresponding early-stage data agreed in October 1999. In this case, the raw data used for the calculation of the SQM were, in fact, the early-stage data.
PMR4-35-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that the raw data for the calculation of the SQM for the CLEC aggregate and BLS retail were complete for October 1999.
E911 – Mean Interval			
PMR4-36-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected CLEC aggregate and BLS retail raw data values and the corresponding early-stage data agreed for October 1999. In this case, the raw data used for the calculation of the SQM were, in fact, the early-stage data.
PMR4-36-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that the raw data for the calculation of the SQM for the CLEC aggregate and BLS retail were complete for October 1999.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Trunk Group Performance – Trunk Group Performance: Aggregate			
PMR4-37-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected CLEC aggregate and BLS retail raw data values and the corresponding early-stage data agreed for September 1999. In this case, the raw data used for the calculation of the SQM were, in fact, the early-stage data.
PMR4-37-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that the raw data for the calculation of the SQM for the CLEC aggregate and BLS retail were complete for September 1999.

Test Cross-Reference	Evaluation Criteria	Result	Comments
Trunk Group Performance – Trunk Group Service Report			
PMR4-38-1	The selected raw data and the corresponding early-stage data agree.	Not Complete	KCI found that the selected raw data values did not agree with the corresponding early-stage data for 17 Trunk Group Serial Numbers. KCI calculated the OBSVD_BLKG (percentage of trunks blocked over one month period) for the CLEC aggregate and BLS retail for September 1999 and found TSGNs for which the KCI-calculated value did not match the raw data value. BLS investigated and found that the early-stage data for September was inaccurate. Further, they stated that they had a new system for trunk group performance starting January 2000. KCI retested this criterion using January 2000 data, and found that some of the data were missing from the early-stage data. KCI retested this criterion using March 2000 data, and found one TGSN where the KCI-calculated busy hour did not match the BLS-calculated busy hour. BLS agreed with the KCI calculations. KCI attempted to retest this criterion using October 2000 data. However, BLS could not provide the early-stage data. KCI retested this criterion using November 2000 data. KCI found instances where the KCI calculated BUSY HOUR for some of the selected TGSNs did not match BLS calculations. BLS explained that this may be due to the cluster anlaysis corresponding to a group of TGSNs. Since BLS does not retain historical cluster information, it is not possible for KCI to retest this criterion for this SQM using November 2000 data. BLS made changes to the calculation

Test Cross-Reference	Evaluation Criteria	Result	Comments
			codes eliminating cluster analysis. KCI is therefore currently retesting for January 2001. See Exception 89 for additional information on this issue.
PMR4-38-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that no records were inappropriately deleted from the raw data in September 1999.
Trunk Group Performance – Trunk Group Service Detail			
PMR4-39-1	The selected raw data and the corresponding early-stage data agree.	Not Complete	KCI found that the selected raw data values did not agree with the corresponding early-stage data for 17 Trunk Group Serial Numbers. KCI calculated the OBSVD_BLKG (percentage of trunks blocked over one month period) for the CLEC aggregate and BLS retail for September 1999 and found TSGNs for which the KCI calculated value did not match the raw data value. BLS investigated and found that the early-stage data for September was inaccurate. Further, they stated that they had a new system for trunk group performance starting January 2000. KCI retested this criterion using January 2000 data, and found that some of the data were missing from the early-stage data. KCI retested this criterion using March 2000 data, and found one TGSN where the KCI-calculated busy hour did not match the BLS-calculated busy hour. BLS agreed with the KCI calculations. KCI attempted to retest this criterion using October 2000 data. However, BLS could not provide the early-stage data, because they were not retrievable. KCI attempted to retest this criterion using November 2000

Test Cross-Reference	Evaluation Criteria	Result	Comments
			data. KCI found instances where the KCI calculated BUSY HOUR for some of the selected TGSNs did not match BLS calculations. BLS explained that this may be due to the cluster anlaysis corresponding to a group of TGSNs. Since BLS does not retain historical cluster information, it is not possible for KCI to retest this criterion for this metric using November 2000 data. BLS made changes to the calculation codes eliminating cluster analysis. KCI is therefore currently retesting using January 2001 data. See Exception 89 for additional information on this issue.
PMR4-39-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that no records were inappropriately deleted from the raw data in September 1999.
Collocation – Average Response Time			
PMR4-40-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their corresponding early-stage counterparts agreed. Initially, KCI found that the selected raw data values did not agree with the corresponding early-stage data for the CLEC aggregate for October 1999. KCI found an instance where the bona fide application receipt date disagreed with the early-stage data. BLS explained that the identified discrepancies were due to typographical errors and documentation errors. They indicated that they have implemented quality control checks in order to minimize the human errors involved. KCI retested using June 2000 data, and found that the selected raw data and the corresponding early-stage data agree.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			See Exception 89 for additional information on this issue. The issues in Exception 89 that relate to this criterion are resolved.
PMR4-40-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that the raw data used for the SQM calculation contained all records.
Collocation – Average Arrangement Time			
PMR4-41-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values and their corresponding early-stage counterparts agreed. Initially, KCI found that the selected raw data values did not agree with the corresponding early-stage data for the CLEC aggregate for October 1999. KCI found three instances where the firm order received date in the selected raw data did not agree with the early-stage data for Virtual and Physical collocations. KCI also found one instance where the space available to 'CLEC date' in the selected raw data did not agree with the early-stage counterpart. BLS explained that the identified discrepancies were due to typographical errors and documentation errors. They indicated that they have implemented quality control checks in order to minimize the human errors involved. KCI retested this criterion using June 2000 data, and found that the selected raw data and the corresponding early-stage data agree. See Exception 89 for additional information on this issue. The issues in Exception 89 that relate to this criterion are resolved.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PMR4-41-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that the raw data used for the SQM calculation contained all the records.
Collocation – % of Due Dates Missed			
PMR4-42-1	The selected raw data and the corresponding early-stage data agree.	Satisfied	KCI found that the selected raw data values agreed with the corresponding early-stage data for the CLEC aggregate for October 1999. KCI found one record in Physical Collocation that was incorrectly included in the SQM calculation. BLS explained that the identified discrepancies were due to typographical errors and documentation errors. They indicated that they have implemented quality control checks in order to minimize the human errors involved. KCI retested this criterion using June 2000 data, and found that the selected raw data and the corresponding early-stage data agree. See Exception 89 for additional information on this issue. The issues in Exception 89 that relate to this criterion are resolved.
PMR4-42-2	All of the selected early-stage data were accounted for in the raw data.	Satisfied	KCI found that the raw data used for the SQM calculation contained all the records.
Data Transfer Policies			
PMR4-43-1	BLS's data transfer processes are adequate and complete.	Satisfied	Most data for mechanized SQMs, are transferred electronically over internal networks. Within PMAP, data are transferred using Ardent jobs. For manual SQMs, most data are transferred electronically within spreadsheets. KCI found two data sources that require manual re-entry when received. Data for the Speed of Answer in the Ordering Center and

Test Cross-Reference	Evaluation Criteria	Result	Comments
			for M&R OSS Response Interval may need to be reentered manually, as the data are provided by email or fax. However, only summarized data are input into PMAP for these measures. The Provisioning SQM Customer Coordinated Conversion sends its data directly to Barney. Overall, these procedures appear to be adequate and complete.
Internal Control			
PMR4-44-1	The internal controls on data transfer processes are adequate and complete.	Satisfied	BLS demonstrated sufficient controls for transfers of collected data across systems, whether manual or mechanized. Data are transferred electronically and are loaded directly into the receiving systems. Within PMAP, BLS employs record counts to ensure that all records and fields are transferred correctly and has documented how data are transferred from fields in one system to those in another. BLS has also mapped all batch jobs used to produce SQMs to determine dependencies on other batches; this determines the order in which batches should be run and, in the event of problems, which need to be rerun. For manually accessed files, there are documented methods to ensure that files are read correctly. Invoice Accuracy in Billing, for example, has detailed instructions for how data are transferred across files and what actions should be performed on the data. Many of these files are also sent to PMAP, where they are loaded directly into Staging or NODS, depending on the level of the data. These locations are pre-determined.

3.2 Results & Analysis

The following table provides detail on the discrepancies identified.

Table VIII-4.4: Test Results (Accuracy)

Test #	CLEC Aggregate / BLS Retail	Raw Data Field	Raw Data Value	Early-Stage Data Value	Month or Day
PreOrdering – Average Response Time and Response Interval					
PMR4-1-1	CLEC aggregate	Total number of accesses*	17,608	17,621**	01 / 26 / 00
PMR4-1-1	CLEC aggregate	Total number of accesses*	22,446	22,448**	01 / 27 / 00
PMR4-1-1	CLEC aggregate	Total number of accesses*	46,059	46,060**	01 / 28 / 00
PMR4-1-1	CLEC aggregate	Total number of accesses*	27,178	27,186**	01 / 29 / 00
PMR4-1-1	CLEC aggregate	Total number of accesses*	4,830	4,831**	01 / 30 / 00
PMR4-1-1	CLEC aggregate	Total access time in milliseconds*	123,425,722	123,489,827**	01 / 26 / 00
PMR4-1-1	CLEC aggregate	Total access time in milliseconds*	172,345,481	172,354,311**	01 / 27 / 00
PMR4-1-1	CLEC aggregate	Total access time in milliseconds*	470,800,540	470,806,049**	01 / 28 / 00
PMR4-1-1	CLEC aggregate	Total access time in milliseconds*	304,112,319	304,602,647**	01 / 29 / 00
PMR4-1-1	CLEC aggregate	Total access time in milliseconds*	49,348,092	49,453,702**	01 / 30 / 00
PMR4-1-1	CLEC aggregate	Total number of accesses that took more than 6 seconds*	7,072	7,077**	01 / 26 / 00
PMR4-1-1	CLEC aggregate	Total number of accesses that took more than 6 seconds*	11,993	12,001**	01 / 29 / 00
PMR4-1-1	CLEC aggregate	Total number of accesses that took more than 6 seconds*	1,653	1,654**	01 / 30 / 00
Ordering – Percent Rejected Service Requests					
PMR4-3-1	CLEC aggregate	Reject Duration	The early-stage data from LEO show that a Firm Order Confirmation was sent out for a particular PON, however BLS raw data reports a Reject Duration for the same PON.		October 2000
PMR4-3-1	CLEC aggregate	Reject Duration, FOC Duration	The raw data for a particular PON report a Reject Duration, however, early-stage data from LON also shows a Firm Order Confirmation Date.		October 2000

*These discrepancies were found for HALCRIS system on the LENS server.
**These values were derived using BLS-provided instructions.

Test #	CLEC Aggregate / BLS Retail	Raw Data Field	Raw Data Value	Early-Stage Data Value	Month or Day
Ordering – Reject Interval					
PMR4-4-1	CLEC aggregate	Reject Duration	The early-stage data from LEO show that a Firm Order Confirmation was sent out for a particular PON, however BLS raw data reports a Reject Duration for the same PON.		October 2000
PMR4-4-1	CLEC aggregate	FOC Duration, Reject Duration	The raw data for a particular PON report a Reject Duration, however, early-stage data from LON also show a Firm Order Confirmation Date.		October 2000
Ordering – Firm Order Confirmation Timeliness					
PMR4-5-1	CLEC aggregate	FOC Duration (Hrs) ***	None	3.30**	October 2000
PMR4-5-1	CLEC aggregate	FOC Duration (Hrs)****	32.18	31.70**	October 2000
PMR4-5-1	CLEC aggregate	FOC Duration (Hrs) ****	24.05	23.65**	October 2000
PMR4-5-1	CLEC aggregate	FOC Duration (Hrs) ****	233.68	239.45**	October 2000
Trunk Group Performance – Trunk Group Service Report					
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	9.55%	23.31%	September 1999
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	20.04%	21.49%	September 1999
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	6.11%	7.21%	September 1999
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	0.00%	1.25%	September 1999
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	0.53%	0.65%	September 1999
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	3.94%	3.95%	September 1999
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	0.01%	0.04%	September 1999

** These values were derived using BLS-provided instructions.
*** This discrepancy was found for the LEO system.
**** These discrepancies were found for the LON system.

Test #	CLEC Aggregate / BLS Retail	Raw Data Field	Raw Data Value	Early-Stage Data Value	Month or Day
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	0.02%	0.06%	September 1999
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	0.19%	0.33%	September 1999
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	2.23%	2.30%	September 1999
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	0.00%	0.02%	September 1999
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	0.01%	0.06%	September 1999
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	40.21%	46.21%	September 1999
PMR4-38-1	CLEC aggregate	Percent of Trunks blocked over one month period	0.18%	0.24%	September 1999
PMR4-38-1	BLS retail	Percent of Trunks blocked over one month period	0.00%	0.08%	September 1999
PMR4-38-1	BLS retail	Percent of Trunks blocked over one month period	0.00%	0.01%	September 1999
PMR4-38-1	BLS retail	Percent of Trunks blocked over one month period	11.36%	7.83%	September 1999