

D. Test Results: Resale and xDSL Documentation Evaluation (PO&P14)

1.0 Description

The objective of the Resale and xDSL Documentation Evaluation¹ (PO&P14) was to conduct an operational review of the documentation developed by BellSouth to provide support to Competitive Local Exchange Carriers (CLECs) carrying out the business processes of ordering through BellSouth's Operational Support Systems (OSS).

This test was a high-level review to determine the degree to which documentation prepared and distributed by BellSouth was subject to acceptable management and business practices, as defined in the evaluation criteria. The evaluation was not a comprehensive review of the content accuracy of all BellSouth OSS-related documentation. Rather, this evaluation focused on the business rules related to ordering. Neither the Georgia Public Service Commission's (GPSC) May 20, 1999 Order authorizing third-party testing, nor the January 12, 2000 Order authorizing supplemental testing called for evaluation of the development of an EDI order interface; therefore, documentation pertaining to interface development (e.g., Local Exchange Ordering [LEO] Guide 4) was not formally reviewed. For xDSL, only manual processes for submitting orders (via fax and email) were tested².

2.0 Methodology

This section summarizes the test methodology.

2.1 Business Process Description

BellSouth offers CLECs the ability to access its OSS supporting Resale pre-order, order and provisioning functions. Resale pre-order queries and orders are processed through the Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces. CLECs can submit pre-order inquiries electronically through the TAG interface, while orders can be submitted through either the TAG or EDI interface. TAG and EDI programming instruction and associated documentation are available to CLECs in BellSouth training classes. See Section IV, "PO&P Overview" for a complete description of the order processes at BellSouth.

¹ KCI began its evaluation of the xDSL ordering processes and documentation associated with BellSouth's TCIF issue 7. In September 2000, BellSouth requested that KCI complete its evaluation using BellSouth's TCIF issue 9.

² Beta testing period of TCIF Issue 9 electronic ordering for xDSL began on July 29, 2000.

xDSL pre-orders and orders submitted for this test were processed manually. Pre-order inquiries and responses provide the CLEC with customer information prior to submitting an order for products or services.

BellSouth provides pre-order and order documentation to define the pre-order and order business rules, field formats, required data entry fields, and responses. In addition to the documentation provided during training, BellSouth posts pre-order and order documentation on their Web site at www.interconnection.bellsouth.com/_guides/guides/html. Notifications of updates to the documents are provided via Carrier Notifications, which are posted on the BellSouth Web site prior to actual delivery of the new version of the documents. In addition, Carrier Notifications provide CLECs with BellSouth operations information (i.e., system down time and holiday hours of operation).

2.2 Scenarios

The scenarios developed for the EDI and TAG Resale Functional Evaluation (PO&P11) and the xDSL Functional Evaluation (PO&P12) were used to evaluate BellSouth's business rules documentation.

2.3 Test Targets & Measures

The test target was the pre-ordering, ordering, provisioning verification and associated documentation for Resale and xDSL products. 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 IV-4.1: Test Target Cross-Reference

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Resale and xDSL Documentation	Document Structure and Format	Existence of Structural Elements	PO&P-14-2-1
		Completeness of Data	PO&P-14-2-2
			PO&P-14-2-3
			PO&P-14-2-4
			PO&P-14-2-5
			PO&P-14-2-6
			PO&P-14-2-7
			PO&P-14-2-8
			PO&P-14-2-9
	Document Content	Clarity of Information	PO&P-14-3-1
		Completeness of Data	PO&P-14-3-2
			PO&P-14-3-3

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	Release Management	Existence and Adequacy Availability of Documentation	PO&P-14-1-1 PO&P-14-1-2 PO&P-14-1-3 PO&P-14-1-4 PO&P-14-1-5
	Document Accuracy	Accuracy of documentation	PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
Submit an Order	Create and send order in LSR format	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
	Receive FOC/error/reject notification	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
Submit an Error	Create and send order in LSR format	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
	Receive planned error/reject notification	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	Correct errors	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
	Receive FOC	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
Supplement an Order	Create and send supplement transactions	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
	Receive FOC/error/reject notification	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
	Correct errors	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Pre-Order/Order Integration	Populate integration orders with information returned from designated pre-order response	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
	Submit integration orders	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
	Receive acknowledgement	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
	Receive error/reject notification	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
	Correct errors	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Receive Completion Notice (CN)	Receive CN transaction	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
Receive Jeopardy Notification	Receive jeopardy notification transaction	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5
Check Service Order Status	Check service order status	Content of document(s) Accuracy of document(s)	PO&P-14-3-1 PO&P-14-3-2 PO&P-14-3-3 PO&P-14-4-1 PO&P-14-4-2 PO&P-14-4-3 PO&P-14-4-4 PO&P-14-4-5

2.4 Data Sources

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

Table IV-4.2: Data Sources for Resale and xDSL Documentation Evaluation

Document	File Name	Location in Work Papers	Source
BellSouth Local Exchange Ordering Guide, Volume 1 Issue 7O	O&P8_LEO Guide Vol. 1 Issue 7O.pdf	O&P-8-A-Disk 9	BLS
BellSouth Local Exchange Ordering Guide, Volume 1 Issue 7P	O&P8_LEO Guide Vol. 1 Issue 7P.pdf	O&P-8-A-Disk 10	BLS
BellSouth Local Exchange Ordering Guide, Volume 1 Issue 7Q	O&P8_LEO Guide Vol. 1 Issue 7Q.pdf	O&P-8-A-Disk 15	BLS
BellSouth Local Exchange	O&P8_LEO Guide Vol. 1	O&P-8-A-Disk 18	BLS

Document	File Name	Location in Work Papers	Source
<i>Ordering Guide, Volume 1 Issue 7R</i>	Issue 7R.pdf		
<i>BellSouth Pre-Ordering and Ordering Overview Issue 1.0</i>	PO&P14 Pre-Ordering Overview Issue 1.0.pdf	O&P-8-A-Disk 11	BLS
<i>BellSouth Products and Services Interval Guide Issue 2B</i>	Products and Services Interval Guide Issue 2B.pdf	O&P-8-A-Disk 8	BLS
<i>BellSouth Products and Services Interval Guide Issue 3</i>	Products and Services Interval Guide Issue 2B.pdf	O&P-8-A-Disk 17	BLS
<i>BellSouth Loop Make Up CLEC Information Package Version 1</i>	No Electronic Copy	O&P-12-A-3	BLS
<i>BellSouth Unbundled Copper Loop</i>	BLS Unbundled Copper Loop.pdf	PO&P-14-A-Disk 1	BLS
<i>BellSouth Resale Documentation Interview Report</i>	BLS Resale Interview Report.doc	PRE-3-A-Disk 5	KCI
<i>BellSouth xDSL Documentation Interview Report</i>	BLS xDSL Interview Report.doc	PO&P-14-A-Disk 1	KCI
<i>Comm South Resale Interview Report</i>	Comm South Report.doc	PRE-3-A-Disk 5	KCI
<i>Smoke Signals Resale Interview Report</i>	No Electronic Copy	PRE-3-A-Disk 5	KCI
<i>Rhythms Links Inc. xDSL Interview Report</i>	Rhythms Report.doc	PRE-3-A-Disk 5	KCI
<i>BellSouth Unbundled ADSL/HDSL Compatible Loops CLEC Information Package</i>	BLS Unbundled ADSL HDSL Compatible Loops.pdf	PO&P-14-A-Disk 1	BLS
<i>BellSouth Unbundled ADSL/HDSL Compatible Loops CLEC Information Package Version 2</i>	No Electronic Copy	O&P-12-A-2	BLS
<i>BellSouth Unbundled ADSL/HDSL Compatible Loops CLEC Information Package Version 3</i>	BLS Unbundled ADSL HDSL Compatible Loops Ver3.pdf	PO&P-14-A-Disk 1	BLS
<i>BellSouth Unbundled ADSL/HDSL Compatible Loops CLEC Information Package Version 4</i>	BLS Unbundled ADSL HDSL Compatible Loops Ver4.pdf	PO&P-14-A-Disk 1	BLS

Document	File Name	Location in Work Papers	Source
BellSouth <i>Loop Makeup (LMU) CLEC Information Package</i> Version 2	No Electronic Copy	O&P-12-A-4	BLS
BellSouth Loop Makeup (LMU) CLEC Pre-Ordering and Ordering Guide for Manual Loop Makeup (Issue 1.0 September 15, 2000)	No Electronic Copy	O&P-12-A-1	BLS
BellSouth <i>Unbundled Copper Loop</i> Version 2	BLS Unbundled Copper Loop Ver2.pdf	PO&P-14-A-Disk 1	BLS
BellSouth <i>Unbundled Copper Loop</i> Version 3	BLS Unbundled Copper Loop Ver3.pdf	PO&P-14-A-Disk 1	BLS
Unbundled Loop Modifications CLEC Information Package March 10, 2000	No Electronic Copy	O&P-12-A-5	BLS
Unbundled Loop Modifications CLEC Information Package Version 2	BellSouth Unbundled Loop Modifications Ver2.pdf	PO&P-14-A-Disk 1	BLS
Unbundled Loop Modifications CLEC Information Package Version 3	BellSouth Unbundled Loop Modifications Ver3.pdf	PO&P-14-A-Disk 1	BLS
Pre-Order Business Rules Version 7.0	BellSouth Pre-Order Business Rules _Version 70.pdf	PRE-3-A Disk 10	BLS
Pre-Order Business Rules Data Dictionary Version 3.0	PO Bus Rules Data Dictionary Ver3.pdf	PRE-3-A-Disk 6	BLS
Pre-Order Business Rules Appendix Version 6.0	PO Bus Rules Appendix Ver6.pdf	PRE-3-A-Disk 11	BLS
BellSouth Business Rules for Local Ordering – OSS99 TCIF9 & LSOG4 Network and Carrier Services, Issue 9G	LSOG4 (OSS99) Issue 9G.pdf	PO&P-14-A-Disks 2, 3, 4 & 5	BLS

2.4.1 Data Generation/Volumes

This test relied on input from KCI subject matter experts who reviewed BellSouth resale and xDSL documentation in order to conduct the EDI and TAG Resale and xDSL functional evaluations (PO&P11 & PO&P12, respectively), as well as structured reviews of the format of the documentation and interviews with BellSouth and CLEC personnel.

2.5 Evaluation Methods

This test relied on input from KCI subject matter experts who reviewed BellSouth ordering documentation in order to conduct the Resale and xDSL Functional Evaluations as well as structured reviews of the format of the documentation and interviews with BellSouth and CLEC personnel.

Operational analysis techniques were used to evaluate BellSouth's documentation. Prior to the initiation of the test, evaluation checklists were created to facilitate a structured review of the documentation based on standard criteria. KCI performed a structured review of BellSouth Resale and xDSL documentation, visited Web sites where documentation is posted, conducted interviews with BellSouth and CLECs, and verified the accuracy of documentation during EDI and TAG – Resale and xDSL functional testing. The documentation reviews undertaken during the EDI and TAG Resale Functional Evaluation (PO&P11), and the xDSL Functional Evaluation (PO&P12), allowed for evaluation of the accuracy and usability of the documentation in a business environment.

BellSouth revised selected documents several times during the course of testing. Newly released or revised documents essential to functional testing activity were reviewed expeditiously, and in-depth, to allow the functional testing to continue with minimal interruption.

The methodology of the documentation evaluation was to review BellSouth documentation for conformance to a pre-defined checklist of expected characteristics. Documentation was examined for quality of structure, existence of acceptable management procedures, and quality of content using predefined checklists. Further, an "incident report" template was created to document occurrences of inconsistencies, errors, or unclear language that were identified during the test. Errors were discussed with BellSouth during the course of the test. Exceptions were issued for those documentation errors, inconsistencies, or instances of unclear language that were deemed to have a potential significant impact on a CLEC's ability to conduct business operations.

2.6 Analysis Methods

The Resale and xDSL Documentation Evaluation included a checklist of evaluation measures developed by KCI during the preparation of test activities for the BellSouth - Georgia OSS Evaluation. These evaluation measures provided the framework of norms, standards, and guidelines for the Resale and xDSL Documentation Evaluation.

Data analyzed for this report include test results collected through November 8, 2000.



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 IV-4.3: Evaluation Criteria and Results

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Release Management</i>			
PO&P-14-1-1	BLS documentation is readily available via the BLS Web site or in hard copy.	Satisfied	KCI was able to obtain Resale and xDSL ordering documentation readily on the BLS Web site and/or in hard copy.
PO&P-14-1-2	BLS makes updates to documents readily available to the CLECs.	Satisfied	KCI reviewed BLS Resale and xDSL documentation throughout functional testing. Updates are available from the account team or obtained via the BLS Web site at http://www.interconnection.bellsouth.com/guides/guides .
PO&P-14-1-3	Training is available for use of documentation.	Satisfied	BLS offers the <i>Unbundled Network (UNE) Overview</i> , <i>CLEC Basic Service Ordering</i> and <i>Complex Products Service Ordering</i> classes as training for Resale products and documentation. BLS offers the <i>CLEC Basic Service Ordering</i> class to address manual ordering and manual completion of the LSR form required to order xDSL products and services.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PO&P-14-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	Satisfied	<p>KCI's initial testing revealed numerous formatting errors and omissions in BLS documentation, which indicate deficiencies in BLS procedures for developing, updating, and correcting documentation. As a result, KCI issued Exception 53.</p> <p>BLS implemented a Quality Documentation Review process on May 31, 2000 that improved the process of identifying formatting errors and omissions before posting documentation to the BLS Web site.</p> <p>Through interviews with BLS Resale and xDSL Subject Matter Experts (SMEs), KCI validated Resale documentation development, update, and correction responsibilities, and the procedures that were instituted in the Quality Documentation Review process.</p> <p>See Exception 53 for additional information on this issue. Exception 53 is closed.</p>
PO&P-14-1-5	Responsibilities and procedures for distributing documentation are clearly defined.	Satisfied	<p>KCI's interviews indicate that responsibilities and procedures for distribution of Resale ordering documentation are defined and supported through Carrier Notifications on the BLS Web site.</p> <p>Through access to the BLS Web site, KCI observed xDSL documentation update notifications posted to the Carrier Notification section of the BLS Web site.</p>
<i>Document Structure and Format</i>			
PO&P-14-2-1	Document version is indicated clearly within and throughout each document.	Satisfied	BLS Resale and xDSL documents display the version number on the title page and in the footer of each page.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PO&P-14-2-2	BLS document organization is consistent with its intended use.	Satisfied	<p>The majority of BLS Resale ordering documentation reviewed by KCI facilitates access to critical business rule information and ordering procedures.</p> <p>However, KCI's initial review revealed that the <i>BellSouth Unbundled ADSL/HDSL Capable Loops</i> documentation contained numerous omissions and errors. KCI issued Exception 80.</p> <p>As a result BLS released a revised version of the <i>BellSouth Unbundled ADSL/HDSL Capable Loops</i>. Additionally, BLS added new xDSL documentation: <i>BellSouth Loop Makeup (LMU) CLEC Pre-Ordering and Ordering Guide for Manual Loop Makeup</i> and <i>BellSouth Loop Makeup CLEC Information package</i>.</p> <p>See Exception 80 for additional information on this issue. Exception 80 is closed.</p>
PO&P-14-2-3	BLS documents contain information that is relevant to its intended audience.	Satisfied	<p>The majority of BLS Resale documentation reviewed by KCI contains information relevant to its intended audience.</p> <p>KCI's initial review revealed several errors or omissions:.</p> <p><i>BellSouth Loop Makeup (LMU) CLEC Information Package</i> referenced a required CLEC BAN entry on the SI form; however, the CLEC BAN field had been omitted from the form.</p> <p><i>BellSouth Loop Makeup (LMU) CLEC Information Package</i> directed the user to add multiple loop requests to page two of the SI form. Page two had been omitted. KCI issued Exception 80.</p> <p>As a result, BLS released revised versions of the documentation.</p> <p>See Exception 80 for additional information on these issues. Exception 80 is closed.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
PO&P-14-2-4	BLS documents contain a table of contents.	Satisfied	KCI's reviews of BLS documentation revealed that Resale and xDSL documentation contain a table of contents.
PO&P-14-2-5	BLS documents are logically organized with clear page numbering and section labeling.	Satisfied	BLS Resale and xDSL documentation reviewed by KCI contains clear page numbering and section labeling.
PO&P-14-2-6	BLS documents contain contact/help desk numbers.	Satisfied	BLS Resale and xDSL documentation reviewed by KCI contains contact/help desk information. KCI's initial tests, however, revealed deficiencies related to contact information in BLS's Resale documentation. BLS updated the documentation to add the required information. See Exception 55 for additional information on this issue. Exception 55 is closed.
PO&P-14-2-7	BLS documents clearly indicate purpose and scope.	Satisfied	BLS Resale and xDSL documentation reviewed by KCI contains purpose and scope statements.
PO&P-14-2-8	Cross-references are clearly stated directing readers to relevant sources of additional information.	Satisfied	BLS Resale and xDSL documentation reviewed by KCI contain cross-references to additional sources of relevant information. For example, <i>BellSouth Unbundled ADSL/HDSL Compatible Loops CLEC Information Package</i> and the <i>BellSouth LEO IG Volume 1</i> reference other BLS documentation and their locations on the BLS Web site.
PO&P-14-2-9	BLS documents clearly instruct users how to notify BLS of document errors and omissions.	Satisfied	BLS Resale and xDSL documentation reviewed by KCI contains instructions on how to notify BLS of document errors or omissions. KCI's initial tests, however, revealed deficiencies in BLS's Resale documentation relating to instructions on how to notify BLS of document errors and omissions. BLS updated its Web site to add instructions on how to notify BLS of document errors and omissions. See Exception 55 for additional information on this issue. Exception 55

Test Cross-Reference	Evaluation Criteria	Result	Comments
			is closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Document Content</i>			
PO&P-14-3-1	BLS documents provide description of error messages and potential steps for resolution.	Satisfied	BLS Resale documentation reviewed by KCI contains error messages and potential steps for resolution. BLS xDSL documentation also contains error message descriptions and resolution steps.
PO&P-14-3-2	BLS documents clearly identify inputs/outputs of the specific processes.	Satisfied	BLS Resale documentation reviewed by KCI clearly identifies inputs/outputs of specific processes. KCI's initial review of BLS xDSL documentation revealed input/output omissions. As a result, BLS posted a new version of the documentation. See Exceptions 80 and 57 for additional information on this issue. Exceptions 80 and 57 are closed.
PO&P-14-3-3	BLS documents include expected results of process and cycle times.	Satisfied	KCI's review of BLS <i>Products and Services Interval Guide</i> revealed expected results and cycle times for Resale and xDSL ordering. <i>BellSouth Unbundled ADSL/HDSL Capable Loops</i> contains expected results and cycle times for xDSL products and services.
<i>Document Accuracy</i>			
PO&P-14-4-1	BLS documents correctly define data fields.	Satisfied	BLS Resale and xDSL documentation reviewed by KCI correctly defines data fields. However, KCI's initial review of BLS xDSL documentation revealed definition omissions and errors for several data fields. As a result, BLS posted a new version of <i>Combinations: Business, Residential and Line Side PBX, LEO IG Volume 2</i> , and <i>Products and Services Interval Guide</i> . Furthermore, KCI's initial review of <i>BellSouth Unbundled ADSL/HDSL Capable Loops</i> documentation revealed input/output omissions. KCI issued Exception 80. As a result, BLS posted a new version of

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>the <i>BellSouth Unbundled ADSL/HDSL Capable Loops</i> that addresses the issues identified by KCI.</p> <p>See Exception 80 for additional information on this issue. Exception 80 is closed.</p>
PO&P-14-4-2	BLS documents accurately define acceptable formats for data fields.	Satisfied	<p>BLS Resale documentation reviewed by KCI correctly defines acceptable formats for data fields.</p> <p>KCI's initial review of BLS xDSL documentation revealed omissions or errors in data field formats. KCI issued Exceptions 80 and 57.</p> <p>As a result, BLS posted new versions of its documentation that addressed the issues identified by KCI.</p> <p>See Exceptions 80 and 57 for additional information on this issue. Exceptions 80 and 57 are closed.</p>
PO&P-14-4-3	BLS documents clearly identify required and optional fields.	Satisfied	<p>BLS Resale documentation reviewed by KCI clearly identifies required and optional fields.</p> <p>However, KCI's initial review of xDSL documentation revealed omissions or errors in required and optional definitions. KCI issued Exceptions 80 and 57.</p> <p>As a result, BLS posted a new version of its documentation.</p> <p>See Exceptions 80 and 57 for additional information on this issue. Exceptions 80 and 57 are closed.</p>
PO&P-14-4-4	BLS documents clearly describe expected system responses/outputs.	Satisfied	<p>BLS Resale documentation reviewed by KCI clearly describes expected system responses/outputs.</p> <p>However, KCI's initial review of documentation revealed omissions or errors in required and optional definitions. KCI issued Exception 72.</p> <p>BLS updated its documentation to address these omissions and errors.</p> <p>See Exception 72 for additional information on this issue. Exception 72 is closed.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>KCI's initial review of BLS xDSL documentation revealed omissions in expected responses from the LMU-SI inquiry. As a result, BLS developed new documentation and posted it to its Web site.</p> <p>See Exception 57 for additional information on this issue. Exception 57 is closed.</p>
PO&P-14-4-5	BLS documents contain methods and procedures to correctly execute processes.	Satisfied	<p>BLS Resale documentation reviewed by KCI contains methods and procedures to correctly execute processes.</p> <p>However, KCI's initial review of the Resale documentation revealed omissions or errors that related to methods and procedures for correctly executing processes. KCI issued Exception 72.</p> <p>BLS updated its documentation to address these omissions and errors.</p> <p>See Exception 72 for additional information on this issue. Exception 72 is closed.</p> <p>KCI's initial review of BLS xDSL documentation revealed omissions or errors in methods and procedures to correctly execute processes. KCI issued Exceptions 80 and 57.</p> <p>As a result, BLS posted new versions of its documentation.</p> <p>See Exceptions 80 and 57 for additional information on this issue. Exceptions 80 and 57 are closed.</p>