

G. Test Results: Maintenance and Repair Performance Measures Evaluation (M&R - 7)

1.0 Description

The Maintenance and Repair Performance Measures Evaluation (M&R-7) involved both (1) Calculation and Reporting Validation, and (2) Data Comparison for the maintenance and repair-related Service Quality Measurements (SQMs) produced by BellSouth. The activities undertaken to execute Performance Measures Evaluations are described in Section III-F, "Performance Measures Evaluation Overview."

2.0 Methodology

This section summarizes the test methodology.

2.1 Business Process Description

The process description for metrics data processing and reporting at BellSouth is contained in Section III-F, "Performance Measures Evaluation Overview."

2.2 Scenarios

Scenarios were not applicable to this test.

2.3 Test Targets & Measures

The test target for Calculation and Reporting Validation is the set of values reported by BellSouth for maintenance and repair Service Quality Measurements (SQMs). The test target for Data Comparison is the raw data that BellSouth produces for SQM validation purposes. Sub-processes, functions, and evaluation criteria are summarized in the following table. The last column "Test Cross-Reference" indicates where the particular measures are addressed in Section 3.1 "Results & Analysis."

Table VII-7.1: Test Target Cross-Reference

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
Missed Repair Appointments	POTS – Residence, Business Design PBX, CENTREX, and ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	M&R-7-1 -1
		KCI-calculated SQM values agree with BLS-reported SQM values.	M&R-7-1 -2
		Test data collected by KCI agree with BLS raw data.	M&R-7-1 -3
Customer Trouble Report Rate	POTS – Residence, Business Design PBX, CENTREX, and ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	M&R-7-2 -1
		KCI-calculated SQM values agree with BLS-reported SQM values.	M&R-7-2 -2
		Test data collected by KCI agree with BLS raw data.	M&R-7-2 -3
Maintenance Average Duration	POTS – Residence, Business Design PBX, CENTREX, and ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	M&R-7-3 -1
		KCI-calculated SQM values agree with BLS-reported SQM values.	M&R-7-3 -2
		Test data collected by KCI agree with BLS raw data.	M&R-7-3 -3

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
Percent Repeat Troubles within 30 days	POTS – Residence, Business Design PBX, CENTREX, and ISDN	BLS reports are correctly disaggregated and complete.	M&R-7-4-1
	UNE 2 Wire Loop (Design and Non-Design)	KCI-calculated SQM values agree with BLS-reported SQM values.	M&R-7-4-2
	UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	Test data collected by KCI agree with BLS raw data.	M&R-7-4-3
Out of Service > 24 hours	POTS – Residence, Business Design PBX, CENTREX, and ISDN	BLS reports are correctly disaggregated and complete.	M&R-7-5-1
	UNE 2 Wire Loop (Design and Non-Design)	KCI-calculated SQM values agree with BLS-reported SQM values.	M&R-7-5-2
	UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	Test data collected by KCI agree with BLS raw data.	M&R-7-5-3
OSS Interface Availability ¹	Not Disaggregated	BLS reports are correctly disaggregated and complete.	M&R-7-6-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	M&R-7-6-2
OSS Response Interval and Percentages ¹	Not Disaggregated	BLS reports are correctly disaggregated and complete.	M&R-7-7-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	M&R-7-7-2

¹ This SQM is reported only for the CLEC aggregate and is not specific to the KCI test CLEC.

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
Average Answer Time – Repair Centers ¹	Not Disaggregated	BLS reports are correctly disaggregated and complete.	M&R-7-8-1
		KCI-calculated SQM values agree with BLS-reported SQM values.	M&R-7-8-2

2.4 Data Sources

The data collected for the Maintenance & Repair Performance Measures Evaluation are summarized in the table below.

Table VII-7.2: Data Sources for Maintenance & Repair Performance Measures Evaluation

Document	File Name	Location in Work Papers	Source
November 1999 Raw Data – Missed Repair Appointments – BLS Proprietary	maint_missrepapp_KPMG_november_rawdata.txt	M&R-7-A-3	BLS (Performance Measurement Analysis Platform “PMAP” Web site)
December 1999 Raw Data – Missed Repair Appointments – BLS Proprietary	M&R Missed Repair Appointments.txt	M&R-7-B-3	BLS (PMAP Web site)
January 2000 Raw Data – Missed Repair Appointments – BLS Proprietary	M&R Missed Repair Appointments.txt	M&R-7-C-3	BLS (PMAP Web site)
February 2000 Raw Data – Missed Repair Appointments – BLS Proprietary	Maintenance Missed Repair Appointments.txt	M&R-7-E-3	BLS (PMAP Web site)
March 2000 Raw Data – Missed Repair Appointments – BLS Proprietary	Maintenance Missed Repair Appointments.txt	M&R-7-F-3	BLS (PMAP Web site)
April 2000 Raw Data – Missed Repair Appointments – BLS Proprietary	Maintenance Missed Repair Appointments.txt	M&R-7-G-3	BLS (PMAP Web site)
May 2000 Raw Data – Missed Repair Appointments – BLS Proprietary	Maintenance Missed Repair Appointments.txt	M&R-7-H-3	BLS (PMAP Web site)
June 2000 Raw Data – Missed Repair Appointments – BLS Proprietary	Maintenance Missed Repair Appointments.txt	M&R-7-I-3	BLS (PMAP Web site)
July 2000 Raw Data – Missed Repair Appointments – BLS Proprietary	Maintenance Missed Repair Appointments.txt	M&R-7-J-3	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
August 2000 Raw Data – Missed Repair Appointments – BLS Proprietary	Maintenance Missed Repair Appointments.txt	M&R-7-J-38	BLS (PMAP Web site)
September 2000 Raw Data – Missed Repair Appointments – BLS Proprietary	Maintenance Missed Repair Appointments.txt	M&R-7-K-3	BLS (PMAP Web site)
October 2000 Raw Data – Missed Repair Appointments – BLS Proprietary	Maintenance Missed Repair Appointments.txt	M&R-7-K-38	BLS (PMAP Web site)
November 2000 Raw Data – Missed Repair Appointments – BLS Proprietary	Maintenance Missed Repair Appointments.txt	M&R-7-L-3	BLS (PMAP Web site)
December 2000 Raw Data – Missed Repair Appointments – BLS Proprietary	Maintenance Missed Repair Appointments.txt	M&R-7-L-38	BLS (PMAP Web site)
November 1999 Raw Data – Customer Trouble Report Rate – BLS Proprietary	maint_custroubrep rate_KPMG_novem ber_rawdata.txt	M&R-7-A-10	BLS (PMAP Web site)
November 1999 Raw Data – Lines in Service – BLS Proprietary	maint_linesinserv_ KPMG_november_ rawdata.txt	M&R-7-A-10	BLS (PMAP Web site)
December 1999 Raw Data – Customer Trouble Report Rate – BLS Proprietary	M&R_Cust_Trbl_R pt_Rate.txt	M&R-7-B-10	BLS (PMAP Web site)
December 1999 Raw Data – Lines in Service – BLS Proprietary	M&R_Lines_in_Ser vice.txt	M&R-7-B-10	BLS (PMAP Web site)
January 2000 Raw Data – Customer Trouble Report Rate – BLS Proprietary	M&R Cust Trbl Rpt Rate.txt	M&R-7-C-10	BLS (PMAP Web site)
January 2000 Raw Data – Lines in Service – BLS Proprietary	M&R Lines in Service.txt	M&R-7-C-10	BLS (PMAP Web site)
February 2000 Raw Data – Customer Trouble Report Rate – BLS Proprietary	Maintenance Customer Trouble Report Rate.txt	M&R-7-E-10	BLS (PMAP Web site)
February 2000 Raw Data – Lines in Service – BLS Proprietary	Maintenance Lines in Service.txt	M&R-7-E-10	BLS (PMAP Web site)
March 2000 Raw Data – Customer Trouble Report Rate – BLS Proprietary	Maintenance Customer Trouble Report Rate.txt	M&R-7-F-10	BLS (PMAP Web site)
March 2000 Raw Data – Lines in Service – BLS Proprietary	Maintenance Lines in Service.txt	M&R-7-F-10	BLS (PMAP Web site)
April 2000 Raw Data – Customer Trouble Report Rate – BLS Proprietary	Maintenance Customer Trouble Report Rate.txt	M&R-7-G-10	BLS (PMAP Web site)
April 2000 Raw Data – Lines in Service – BLS Proprietary	Maintenance Lines in Service.txt	M&R-7-G-10	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
May 2000 Raw Data – Customer Trouble Report Rate – BLS Proprietary	Maintenance Customer Trouble Report Rate.txt	M&R-7-H-10	BLS (PMAP Web site)
May 2000 Raw Data – Lines in Service – BLS Proprietary	Maintenance Lines in Service.txt	M&R-7-H-10	BLS (PMAP Web site)
June 2000 Raw Data – Customer Trouble Report Rate – BLS Proprietary	Maintenance Customer Trouble Report Rate.txt	M&R-7-I-10	BLS (PMAP Web site)
June 2000 Raw Data – Lines in Service – BLS Proprietary	Maintenance Lines in Service.txt	M&R-7-I-10	BLS (PMAP Web site)
July 2000 Raw Data – Customer Trouble Report Rate – BLS Proprietary	Maintenance Customer Trouble Report Rate.txt	M&R-7-J-10	BLS (PMAP Web site)
July 2000 Raw Data – Lines in Service – BLS Proprietary	Maintenance Lines in Service.txt	M&R-7-J-10	BLS (PMAP Web site)
August 2000 Raw Data – Customer Trouble Report Rate – BLS Proprietary	Maintenance Customer Trouble Report Rate.txt	M&R-7-J-45	BLS (PMAP Web site)
August 2000 Raw Data – Lines in Service – BLS Proprietary	Maintenance Lines in Service.txt	M&R-7-J-45	BLS (PMAP Web site)
September 2000 Raw Data – Customer Trouble Report Rate – BLS Proprietary	Maintenance Customer Trouble Report Rate.txt	M&R-7-K-10	BLS (PMAP Web site)
September 2000 Raw Data – Lines in Service – BLS Proprietary	Maintenance Lines in Service.txt	M&R-7-K-10	BLS (PMAP Web site)
October 2000 Raw Data – Customer Trouble Report Rate – BLS Proprietary	Maintenance Customer Trouble Report Rate.txt	M&R-7-K-45	BLS (PMAP Web site)
October 2000 Raw Data – Lines in Service – BLS Proprietary	Maintenance Lines in Service.txt	M&R-7-K-45	BLS (PMAP Web site)
November 2000 Raw Data – Customer Trouble Report Rate – BLS Proprietary	Maintenance Customer Trouble Report Rate.txt	M&R-7-L-10	BLS (PMAP Web site)
November 2000 Raw Data – Lines in Service – BLS Proprietary	Maintenance Lines in Service.txt	M&R-7-L-10	BLS (PMAP Web site)
December 2000 Raw Data – Customer Trouble Report Rate – BLS Proprietary	Maintenance Customer Trouble Report Rate.txt	M&R-7-L-45	BLS (PMAP Web site)
December 2000 Raw Data – Lines in Service – BLS Proprietary	Maintenance Lines in Service.txt	M&R-7-L-45	BLS (PMAP Web site)
November 1999 Raw Data – Maintenance Average Duration – BLS Proprietary	maint_avedur_KP MG_november_rawdata.txt	M&R-7-A-17	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
December 1999 Raw Data – Maintenance Average Duration – BLS Proprietary	M&R Avg Duration.txt	M&R-7-B-17	BLS (PMAP Web site)
January 2000 Raw Data – Maintenance Average Duration – BLS Proprietary	M&R Avg Duration.txt	M&R-7-C-17	BLS (PMAP Web site)
February 2000 Raw Data – Maintenance Average Duration – BLS Proprietary	Maintenance Average Duration.txt	M&R-7-E-17	BLS (PMAP Web site)
March 2000 Raw Data – Maintenance Average Duration – BLS Proprietary	Maintenance Average Duration.txt	M&R-7-F-17	BLS (PMAP Web site)
April 2000 Raw Data – Maintenance Average Duration – BLS Proprietary	Maintenance Average Duration.txt	M&R-7-G-17	BLS (PMAP Web site)
May 2000 Raw Data – Maintenance Average Duration – BLS Proprietary	Maintenance Average Duration.txt	M&R-7-H-17	BLS (PMAP Web site)
June 2000 Raw Data – Maintenance Average Duration – BLS Proprietary	Maintenance Average Duration.txt	M&R-7-I-17	BLS (PMAP Web site)
July 2000 Raw Data – Maintenance Average Duration – BLS Proprietary	Maintenance Average Duration.txt	M&R-7-J-17	BLS (PMAP Web site)
August 2000 Raw Data – Maintenance Average Duration – BLS Proprietary	Maintenance Average Duration.txt	M&R-7-J-52	BLS (PMAP Web site)
September 2000 Raw Data – Maintenance Average Duration – BLS Proprietary	Maintenance Average Duration.txt	M&R-7-K-17	BLS (PMAP Web site)
October 2000 Raw Data – Maintenance Average Duration – BLS Proprietary	Maintenance Average Duration.txt	M&R-7-K-52	BLS (PMAP Web site)
November 2000 Raw Data – Maintenance Average Duration – BLS Proprietary	Maintenance Average Duration.txt	M&R-7-L-17	BLS (PMAP Web site)
December 2000 Raw Data – Maintenance Average Duration – BLS Proprietary	Maintenance Average Duration.txt	M&R-7-L-52	BLS (PMAP Web site)
November 1999 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	maint_%reptroubw ithin30_KPMG_nov ember_rawdata.txt	M&R-7-A-24	BLS (PMAP Web site)
December 1999 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	M&R % Rpt Trbls within 30 Days.txt	M&R-7-B-24	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
January 2000 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	M&R % Rpt Trbls within 30 Days.txt	M&R-7-C-24	BLS (PMAP Web site)
February 2000 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	Maintenance Percent Repeat Troubles within 30 Days.txt	M&R-7-E-24	BLS (PMAP Web site)
March 2000 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	Maintenance Percent Repeat Troubles within 30 Days.txt	M&R-7-F-24	BLS (PMAP Web site)
April 2000 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	Maintenance Percent Repeat Troubles within 30 Days.txt	M&R-7-G-24	BLS (PMAP Web site)
May 2000 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	Maintenance Percent Repeat Troubles within 30 Days.txt	M&R-7-H-24	BLS (PMAP Web site)
June 2000 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	Maintenance Percent Repeat Troubles within 30 Days.txt	M&R-7-I-24	BLS (PMAP Web site)
July 2000 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	Maintenance Percent Repeat Troubles within 30 Days.txt	M&R-7-J-24	BLS (PMAP Web site)
August 2000 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	Maintenance Percent Repeat Troubles within 30 Days.txt	M&R-7-J-59	BLS (PMAP Web site)
September 2000 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	Maintenance Percent Repeat Troubles within 30 Days.txt	M&R-7-K-24	BLS (PMAP Web site)
October 2000 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	Maintenance Percent Repeat Troubles within 30 Days.txt	M&R-7-K-59	BLS (PMAP Web site)
November 2000 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	Maintenance Percent Repeat Troubles within 30 Days.txt	M&R-7-L-24	BLS (PMAP Web site)
December 2000 Raw Data – % Repeat Troubles within 30 Days – BLS Proprietary	Maintenance Percent Repeat Troubles within 30 Days.txt	M&R-7-L-59	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
November 1999 Raw Data – Out of Service > 24 Hours – BLS Proprietary	maint_oos24_KPM G_november_rawdata.txt	M&R-7-A-31	BLS (PMAP Web site)
December 1999 Raw Data – Out of Service > 24 Hours – BLS Proprietary	M&R Out of Service greater than 24 Hrs.txt	M&R-7-B-31	BLS (PMAP Web site)
January 2000 Raw Data – Out of Service > 24 Hours – BLS Proprietary	M&R Out of Service greater than 24 Hrs.txt	M&R-7-C-31	BLS (PMAP Web site)
February 2000 Raw Data – Out of Service > 24 Hours – BLS Proprietary	Maintenance Out of Service 24 Hours.txt	M&R-7-E-31	BLS (PMAP Web site)
March 2000 Raw Data – Out of Service > 24 Hours – BLS Proprietary	Maintenance Out of Service 24 Hours.txt	M&R-7-F-31	BLS (PMAP Web site)
April 2000 Raw Data – Out of Service > 24 Hours – BLS Proprietary	Maintenance Out of Service GT 24 Hours.txt	M&R-7-G-31	BLS (PMAP Web site)
May 2000 Raw Data – Out of Service > 24 Hours – BLS Proprietary	Maintenance Out of Service 24 Hours.txt	M&R-7-H-31	BLS (PMAP Web site)
June 2000 Raw Data – Out of Service > 24 Hours – BLS Proprietary	Maintenance Out of Service 24 Hours.txt	M&R-7-I-31	BLS (PMAP Web site)
July 2000 Raw Data – Out of Service > 24 Hours – BLS Proprietary	Maintenance Out of Service 24 Hours.txt	M&R-7-J-31	BLS (PMAP Web site)
August 2000 Raw Data – Out of Service > 24 Hours – BLS Proprietary	Maintenance Out of Service 24 Hours.txt	M&R-7-J-66	BLS (PMAP Web site)
September 2000 Raw Data – Out of Service > 24 Hours – BLS Proprietary	Maintenance Out of Service 24 Hours.txt	M&R-7-K-31	BLS (PMAP Web site)
October 2000 Raw Data – Out of Service > 24 Hours – BLS Proprietary	Maintenance Out of Service 24 Hours.txt	M&R-7-K-66	BLS (PMAP Web site)
November 2000 Raw Data – Out of Service > 24 Hours – BLS Proprietary	Maintenance Out of Service 24 Hours.txt	M&R-7-L-31	BLS (PMAP Web site)
December 2000 Raw Data – Out of Service > 24 Hours – BLS Proprietary	Maintenance Out of Service 24 Hours.txt	M&R-7-L-66	BLS (PMAP Web site)
November 1999 Raw Data – OSS Response Interval – BLS and CLEC Proprietary	1199brc	M&R-7-C-38	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
November 1999 Raw Data – OSS Response Interval– BLS and CLEC Proprietary	1199clec	M&R-7-C-38	BLS – Interconnection Operations – CLEC Performance Measurements
November 1999 Raw Data – OSS Response Interval– BLS and CLEC Proprietary	1199rrc	M&R-7-C-38	BLS – Interconnection Operations – CLEC Performance Measurements
December 1999 Raw Data – OSS Interface Availability– BLS and CLEC Proprietary	KPMG1_18.xls	M&R-7-C-45	BLS – Interconnection Operations – CLEC Performance Measurements
October 1999 Raw Data – Average Answer Time– BLS and CLEC Proprietary	ASAOCT.xls	M&R-7-C-52	BLS – Interconnection Operations – CLEC Performance Measurements
October 1999 Raw Data – Average Answer Time– BLS and CLEC Proprietary	No Electronic Copy	M&R-7-C-52	BLS – Interconnection Operations – CLEC Performance Measurements
November 1999 Raw Data – Average Answer Time– BLS and CLEC Proprietary	Brmc.unl.gz (Resale)	M&R-7-C-52	BLS – Interconnection Operations – CLEC Performance Measurements
October 1999 Raw Data – Average Answer Time– BLS and CLEC Proprietary	Une.unl.gz (UNE)	M&R-7-C-52	BLS – Interconnection Operations – CLEC Performance Measurements
June 2000 Raw Data – Average Answer Time (BRMC)– BLS and CLEC Proprietary	No Electronic Copy	M&R-7-C-52	BLS – Interconnection Operations – CLEC Performance Measurements
November 1999 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-A-1	BLS (PMAP Web site)
November 1999 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-A-1	BLS (PMAP Web site)
November 1999 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-A-1	BLS (PMAP Web site)
December 1999 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-B-1	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
December 1999 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-B-1	BLS (PMAP Web site)
December 1999 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-B-1	BLS (PMAP Web site)
January 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-C-1	BLS (PMAP Web site)
January 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-C-1	BLS (PMAP Web site)
January 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-C-1	BLS (PMAP Web site)
February 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-E-1	BLS (PMAP Web site)
February 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-E-1	BLS (PMAP Web site)
February 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-E-1	BLS (PMAP Web site)
March 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-F-1	BLS (PMAP Web site)
March 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-F-1	BLS (PMAP Web site)
March 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-F-1	BLS (PMAP Web site)
April 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-G-1	BLS (PMAP Web site)
April 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-G-1	BLS (PMAP Web site)
April 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-G-1	BLS (PMAP Web site)
May 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-H-1	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
May 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-H-1	BLS (PMAP Web site)
May 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-H-1	BLS (PMAP Web site)
June 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-I-1	BLS (PMAP Web site)
June 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-I-1	BLS (PMAP Web site)
June 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-I-1	BLS (PMAP Web site)
July 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-J-1	BLS (PMAP Web site)
July 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-J-1	BLS (PMAP Web site)
July 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-J-1	BLS (PMAP Web site)
August 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-J-36	BLS (PMAP Web site)
August 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-J-36	BLS (PMAP Web site)
August 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-J-36	BLS (PMAP Web site)
September 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-K-1	BLS (PMAP Web site)
September 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-K-1	BLS (PMAP Web site)
September 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-K-1	BLS (PMAP Web site)
October 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-K-36	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
October 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-K-36	BLS (PMAP Web site)
October 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-K-36	BLS (PMAP Web site)
November 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-L-1	BLS (PMAP Web site)
November 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-L-1	BLS (PMAP Web site)
November 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-L-1	BLS (PMAP Web site)
December 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC.txt	M&R-7-L-36	BLS (PMAP Web site)
December 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC (R&B).txt	M&R-7-L-36	BLS (PMAP Web site)
December 2000 Report – Missed Repair Appointments– BLS Proprietary	Missed Repair Appmts CLEC Sum R+B.txt	M&R-7-L-36	BLS (PMAP Web site)
November 1999 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-A-8	BLS (PMAP Web site)
November 1999 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-A-8	BLS (PMAP Web site)
November 1999 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Rprt Rate CLEC Sum R+B.txt	M&R-7-A-8	BLS (PMAP Web site)
December 1999 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-B-8	BLS (PMAP Web site)
December 1999 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-B-8	BLS (PMAP Web site)
December 1999 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Rprt Rate CLEC Sum R+B.txt	M&R-7-B-8	BLS (PMAP Web site)
January 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-C-8	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
January 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-C-8	BLS (PMAP Web site)
January 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Rprt Rate CLEC Sum R+B.txt	M&R-7-C-8	BLS (PMAP Web site)
February 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-E-8	BLS (PMAP Web site)
February 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-E-8	BLS (PMAP Web site)
February 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Rprt Rate CLEC Sum R+B.txt	M&R-7-E-8	BLS (PMAP Web site)
March 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-F-8	BLS (PMAP Web site)
March 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-F-8	BLS (PMAP Web site)
March 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC Sum R+B.txt	M&R-7-F-8	BLS (PMAP Web site)
April 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-G-8	BLS (PMAP Web site)
April 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-G-8	BLS (PMAP Web site)
April 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Rprt Rate CLEC Sum R+B.txt	M&R-7-G-8	BLS (PMAP Web site)
May 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-H-8	BLS (PMAP Web site)
May 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-H-8	BLS (PMAP Web site)
May 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC Sum R+B.txt	M&R-7-H-8	BLS (PMAP Web site)
June 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-I-8	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
June 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-I-8	BLS (PMAP Web site)
June 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Rprt Rate CLEC Sum R+B.txt	M&R-7-I-8	BLS (PMAP Web site)
July 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-J-8	BLS (PMAP Web site)
July 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-J-8	BLS (PMAP Web site)
July 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Rprt Rate CLEC Sum R+B.txt	M&R-7-J-8	BLS (PMAP Web site)
August 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-J-43	BLS (PMAP Web site)
August 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-J-43	BLS (PMAP Web site)
August 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Rprt Rate CLEC Sum R+B.txt	M&R-7-J-43	BLS (PMAP Web site)
September 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-K-8	BLS (PMAP Web site)
September 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-K-8	BLS (PMAP Web site)
September 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Rprt Rate CLEC Sum R+B.txt	M&R-7-K-8	BLS (PMAP Web site)
October 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-K-43	BLS (PMAP Web site)
October 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-K-43	BLS (PMAP Web site)
October 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Rprt Rate CLEC Sum R+B.txt	M&R-7-K-43	BLS (PMAP Web site)
November 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-L-8	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
November 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-L-8	BLS (PMAP Web site)
November 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Rprt Rate CLEC Sum R+B.txt	M&R-7-L-8	BLS (PMAP Web site)
December 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC.txt	M&R-7-L-43	BLS (PMAP Web site)
December 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Report Rate CLEC (R&B).txt	M&R-7-L-43	BLS (PMAP Web site)
December 2000 Report – Customer Trouble Report Rate– BLS Proprietary	Customer Trbl Rprt Rate CLEC Sum R+B.txt	M&R-7-L-43	BLS (PMAP Web site)
November 1999 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-A-15	BLS (PMAP Web site)
November 1999 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-A-15	BLS (PMAP Web site)
November 1999 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-A-15	BLS (PMAP Web site)
December 1999 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-B-15	BLS (PMAP Web site)
December 1999 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-B-15	BLS (PMAP Web site)
December 1999 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-B-15	BLS (PMAP Web site)
January 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-C-15	BLS (PMAP Web site)
January 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-C-15	BLS (PMAP Web site)
January 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-C-15	BLS (PMAP Web site)
February 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-E-15	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
February 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-E-15	BLS (PMAP Web site)
February 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-E-15	BLS (PMAP Web site)
March 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-F-15	BLS (PMAP Web site)
March 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-F-15	BLS (PMAP Web site)
March 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-F-15	BLS (PMAP Web site)
April 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-G-15	BLS (PMAP Web site)
April 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-G-15	BLS (PMAP Web site)
April 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-G-15	BLS (PMAP Web site)
May 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-H-15	BLS (PMAP Web site)
May 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-H-15	BLS (PMAP Web site)
May 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-H-15	BLS (PMAP Web site)
June 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-I-15	BLS (PMAP Web site)
June 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-I-15	BLS (PMAP Web site)
June 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-I-15	BLS (PMAP Web site)
July 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-J-15	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
July 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-J-15	BLS (PMAP Web site)
July 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-J-15	BLS (PMAP Web site)
August 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-J-50	BLS (PMAP Web site)
August 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-J-50	BLS (PMAP Web site)
August 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-J-50	BLS (PMAP Web site)
September 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-K-15	BLS (PMAP Web site)
September 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-K-15	BLS (PMAP Web site)
September 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-K-15	BLS (PMAP Web site)
October 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-K-50	BLS (PMAP Web site)
October 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-K-50	BLS (PMAP Web site)
October 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-K-50	BLS (PMAP Web site)
November 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-L-15	BLS (PMAP Web site)
November 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-L-15	BLS (PMAP Web site)
November 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-L-15	BLS (PMAP Web site)
December 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC.txt	M&R-7-L-50	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
December 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC (R&B).txt	M&R-7-L-50	BLS (PMAP Web site)
December 2000 Report – Maintenance Average Duration– BLS Proprietary	Maintenance Avg Duration CLEC Sum R+B.txt	M&R-7-L-50	BLS (PMAP Web site)
November 1999 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls win 30 days CLEC.txt	M&R-7-A-22	BLS (PMAP Web site)
November 1999 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls win 30 days CLEC (RB).txt	M&R-7-A-22	BLS (PMAP Web site)
November 1999 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Rpt Trbls win 30 days CLEC Sum R+B.txt	M&R-7-A-22	BLS (PMAP Web site)
December 1999 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls win 30 days CLEC.txt	M&R-7-B-22	BLS (PMAP Web site)
December 1999 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls win 30 days CLEC (RB).txt	M&R-7-B-22	BLS (PMAP Web site)
December 1999 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Rpt Trbls win 30 days CLEC Sum R+B.txt	M&R-7-B-22	BLS (PMAP Web site)
January 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls win 30 days CLEC.txt	M&R-7-C-22	BLS (PMAP Web site)
January 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls win 30 days CLEC (RB).txt	M&R-7-C-22	BLS (PMAP Web site)
January 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Rpt Trbls win 30 days CLEC Sum R+B.txt	M&R-7-C-22	BLS (PMAP Web site)
February 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls win 30 days CLEC.txt	M&R-7-E-22	BLS (PMAP Web site)
February 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls win 30 days CLEC (R&B).txt	M&R-7-E-22	BLS (PMAP Web site)
February 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Rpt Trbls win 30 days CLEC Sum R+B.txt	M&R-7-E-22	BLS (PMAP Web site)
March 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls wi 30 days CLEC.txt	M&R-7-F-22	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
March 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls wi 30 days CLEC (R&B).txt	M&R-7-F-22	BLS (PMAP Web site)
March 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls wi 30 days CLEC Sum R+B.txt	M&R-7-F-22	BLS (PMAP Web site)
April 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls win 30 days CLEC.txt	M&R-7-G-22	BLS (PMAP Web site)
April 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls win 30 days CLEC (R&B).txt	M&R-7-G-22	BLS (PMAP Web site)
April 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Rpt Trbls win 30 days CLEC Sum R+B.txt	M&R-7-G-22	BLS (PMAP Web site)
May 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls wi 30 days CLEC.txt	M&R-7-H-22	BLS (PMAP Web site)
May 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls wi 30 days CLEC (R&B).txt	M&R-7-H-22	BLS (PMAP Web site)
May 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls wi 30 days CLEC Sum R+B.txt	M&R-7-H-22	BLS (PMAP Web site)
June 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls w- in 30 days CLEC.txt	M&R-7-I-22	BLS (PMAP Web site)
June 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls w- in 30 days CLEC (R&B).txt	M&R-7-I-22	BLS (PMAP Web site)
June 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Rpt Trbls w-in 30 days CLEC Sum R+B.txt	M&R-7-I-22	BLS (PMAP Web site)
July 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls w- in 30 days CLEC.txt	M&R-7-J-22	BLS (PMAP Web site)
July 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls w- in 30 days CLEC (R&B).txt	M&R-7-J-22	BLS (PMAP Web site)
July 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Rpt Trbls w-in 30 days CLEC Sum R+B.txt	M&R-7-J-22	BLS (PMAP Web site)
August 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat Trbls w- in 30 days CLEC.txt	M&R-7-J-57	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
August 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat TrbIs w- in 30 days CLEC (R&B).txt	M&R-7-J-57	BLS (PMAP Web site)
August 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Rpt TrbIs w-in 30 days CLEC Sum R+B.txt	M&R-7-J-57	BLS (PMAP Web site)
September 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat TrbIs w- in 30 days CLEC.txt	M&R-7-K-22	BLS (PMAP Web site)
September 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat TrbIs w- in 30 days CLEC (R&B).txt	M&R-7-K-22	BLS (PMAP Web site)
September 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Rpt TrbIs w-in 30 days CLEC Sum R+B.txt	M&R-7-K-22	BLS (PMAP Web site)
October 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat TrbIs w- in 30 days CLEC.txt	M&R-7-K-57	BLS (PMAP Web site)
October 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat TrbIs w- in 30 days CLEC (R&B).txt	M&R-7-K-57	BLS (PMAP Web site)
October 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Rpt TrbIs w-in 30 days CLEC Sum R+B.txt	M&R-7-K-57	BLS (PMAP Web site)
November 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat TrbIs w- in 30 days CLEC.txt	M&R-7-L-22	BLS (PMAP Web site)
November 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat TrbIs w- in 30 days CLEC (R&B).txt	M&R-7-L-22	BLS (PMAP Web site)
November 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Rpt TrbIs w-in 30 days CLEC Sum R+B.txt	M&R-7-L-22	BLS (PMAP Web site)
December 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat TrbIs w- in 30 days CLEC.txt	M&R-7-L-57	BLS (PMAP Web site)
December 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Repeat TrbIs w- in 30 days CLEC (R&B).txt	M&R-7-L-57	BLS (PMAP Web site)
December 2000 Report – Percent Repeat Troubles within 30 days– BLS Proprietary	% Rpt TrbIs w-in 30 days CLEC Sum R+B.txt	M&R-7-L-57	BLS (PMAP Web site)
November 1999 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-A-29	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
November 1999 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-A-29	BLS (PMAP Web site)
November 1999 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-A-29	BLS (PMAP Web site)
December 1999 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-B-29	BLS (PMAP Web site)
December 1999 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-B-29	BLS (PMAP Web site)
December 1999 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-B-29	BLS (PMAP Web site)
January 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-C-29	BLS (PMAP Web site)
January 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-C-29	BLS (PMAP Web site)
January 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-C-29	BLS (PMAP Web site)
February 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-E-29	BLS (PMAP Web site)
February 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-E-29	BLS (PMAP Web site)
February 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-E-29	BLS (PMAP Web site)
March 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-F-29	BLS (PMAP Web site)
March 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-F-29	BLS (PMAP Web site)
March 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-F-29	BLS (PMAP Web site)
April 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-G-29	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
April 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-G-29	BLS (PMAP Web site)
April 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-G-29	BLS (PMAP Web site)
May 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-H-29	BLS (PMAP Web site)
May 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-H-29	BLS (PMAP Web site)
May 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-H-29	BLS (PMAP Web site)
June 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-I-29	BLS (PMAP Web site)
June 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-I-29	BLS (PMAP Web site)
June 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-I-29	BLS (PMAP Web site)
July 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-J-29	BLS (PMAP Web site)
July 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-J-29	BLS (PMAP Web site)
July 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-J-29	BLS (PMAP Web site)
August 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-J-64	BLS (PMAP Web site)
August 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-J-64	BLS (PMAP Web site)
August 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-J-64	BLS (PMAP Web site)
September 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-K-29	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
September 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-K-29	BLS (PMAP Web site)
September 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-K-29	BLS (PMAP Web site)
October 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-K-64	BLS (PMAP Web site)
October 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-K-64	BLS (PMAP Web site)
October 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-K-64	BLS (PMAP Web site)
November 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-L-29	BLS (PMAP Web site)
November 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-L-29	BLS (PMAP Web site)
November 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-L-29	BLS (PMAP Web site)
December 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC.txt	M&R-7-L-64	BLS (PMAP Web site)
December 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC (R&B).txt	M&R-7-L-64	BLS (PMAP Web site)
December 2000 Report – Out of Service more than 24 hours– BLS Proprietary	Out of Service 24 Hrs CLEC Sum R+B.txt	M&R-7-L-64	BLS (PMAP Web site)
November 1999 Report – OSS Response Interval– BLS and CLEC Proprietary	OSS Response Interval SQM (M&R).txt	M&R-7-C-36	BLS (PMAP Web site)
December 1999 Report – OSS Interface Availability– BLS and CLEC Proprietary	OSS Interface Availability (M&R).txt	M&R-7-C-43	BLS (PMAP Web site)
October 1999 Report – Average Answer Time– BLS and CLEC Proprietary	101999~1.xls	M&R-7-C-50	BLS – Interconnection Operations – CLEC Performance Measurements
November 1999 Report – Average Answer Time– BLS and CLEC Proprietary	Answer Time – Repair Center SQM.xls	M&R-7-C-50	BLS (PMAP Web site)

Document	File Name	Location in Work Papers	Source
June 2000 Report – Average Answer Time– BLS and CLEC Proprietary	Answer Time - Repair Center SQM.txt	M&R-7-C-50	BLS (PMAP Web site)
<i>PMAP Raw Data User Manual – Version 2.0 – December 15, 1999 – BLS Proprietary</i>	Raw Data Documentation v2_0 - December 15.doc	PMR-A-2	BLS (PMAP Web site)
<i>PMAP Raw Data User Manual – Version 2.04 – February 15, 2000 – BLS Proprietary</i>	Raw Data Documentation v2.0.4 - Feb 15 2000.doc	PMR-A-3	BLS (PMAP Web site)
<i>PMAP Raw Data User Manual – Version 2.04 – April 15, 2000 – BLS Proprietary</i>	Raw Data Documentation v2.0.4 - April 15 2000.doc	PMR-A-4	BLS (PMAP Web site)
<i>PMAP Raw Data User Manual – Version 2.04 – May 15, 2000 – BLS Proprietary</i>	Raw Data Documentation 05152000.doc	PMR-A-5	BLS (PMAP Web site)
<i>PMAP Raw Data User Manual – Version 2.07 – July 15, 2000 – BLS Proprietary</i>	Raw Data Documentation v2.0.7 - July 26 2000.doc	PMR-A-6	BLS (PMAP Web site)
<i>PMAP Raw Data User Manual – Version 2.0.8 – August 31, 2000 – BLS Proprietary</i>	Raw Data Documentation v2.0.8 - Aug 31 2000.doc	PMR-A-7	BLS (PMAP Web site)
<i>PMAP Raw Data User Manual – Version 2.0.10 – October 11, 2000 – BLS Proprietary</i>	Raw_Data_Documentation_v2.0.10 - Oct11 2000.doc	PMR-A-8	BLS (PMAP Web site)
<i>PMAP Raw Data User Manual – Version 2.0.12 – December 15, 2000 – BLS Proprietary</i>	RDUM v2.0.12 - Dec15 2000 posted.doc	PMR-A-10	BLS (PMAP Web site)
Final KCI M&R-10 Test Cases – BLS Proprietary	Final_MR10_Test_Cases.xls	M&R-7-D-1	KCI
KCI M&R-10 Test Cases Results – BLS Proprietary	Metrics MR 10_4.xls	M&R-7-D-2	KCI
KCI M&R-10 Master Test Bed – BLS Proprietary	MRMASTR1.xls	M&R-7-D-3	KCI
KCI Full Volume Test – BLS Proprietary	Full volume results.xls	M&R-7-D-4	KCI
BLS LMOS and WFA Data – BLS Proprietary	LMOS&W~2.XLS	M&R-7-D-5	BLS – Interconnection Operations – CLEC Performance Measurements

Document	File Name	Location in Work Papers	Source
10/22/99 Georgia SQM documentation – BLS Proprietary	No Electronic copy	PMR-A-9	BLS (PMAP Web site)
May 2000 SQM documentation	No Electronic copy	PMR-A-11	BLS (PMAP Web site)
KCI – Maintenance and Repair - Evaluation Criteria and Results Table – BLS Proprietary	M&R-7-Table VII-7.3.doc	M&R-7-C-57	KCI
KCI – Maintenance and Repair - Evaluation Criteria and Results Table – Sources – BLS Proprietary	M&R-7-Table VII-7.3.wp.doc	M&R-7-C-58	KCI

2.4.1 Data Generation/Volumes

The data for this test are the Maintenance & Repair SQM values reported by BellSouth for the KCI test CLEC or, if applicable, the CLEC aggregate.

2.5 Evaluation Methods

The Evaluation Methods for the Performance Measures Evaluation tests are described in Section III-F, "Performance Measures Evaluation Overview."

2.6 Analysis Methods

The Maintenance & Repair Performance Measures Evaluation 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.

The data collected were analyzed employing the evaluation criteria referenced above.

3.0 Results Summary

This section identifies the evaluation criteria and test results.

3.1 Results & Analysis

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

Table VII-7.3: M&R-7 Evaluation Criteria and Results

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Missed Repair Appointments</i>			
M&R-7-1 -1	BLS reports are correctly disaggregated and complete.	Satisfied	<p>BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation. Initially, KCI determined that BLS did not provide report values for the following levels of disaggregation, as required by the 10/22/99 Georgia SQM documentation: PBX, CENTREX and ISDN, UNE 2 Wire Loop, UNE Loop Other, and UNE Other.</p> <p>BLS informed KCI that the 10/22/99 SQM documentation was not specific to Georgia – that is, it is a BLS region-wide document. BLS suggested that KCI use the May 2000 SQM documentation that specifies which levels of disaggregation apply to Georgia and which do not.</p> <p>KCI reviewed the May 2000 documentation, and determined that BLS reported all of the values at every required disaggregation level that the document indicated was appropriate for Georgia reporting.</p> <p>Exception 74 is closed. See Exception 74 for additional information on this issue.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-7-1-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	<p>The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values.</p> <p>Initially, KCI determined that BLS did not provide report values for certain levels of disaggregation (see M&R-7-1-1 comments above.)</p> <p>Exception 74 is closed. See Exception 74 for additional information on this issue.</p>
M&R-7-1-3	Test data collected by KCI agree with BLS raw data.	Satisfied	<p>To test this criterion, KCI compared data obtained from the BLS LMOS/WFA systems to the PMAP raw data.² KCI matched the following LMOS fields to the PMAP raw data fields: Missed appointment flag, OOS_24 flag, Out_of_Svc, Rec2clear_dur, and Category. KCI also matched the following WFA fields to the PMAP raw data: Resp_dur, Repo_type, and OOS24_flag. The LMOS/WFA data were matched by ticket ID and telephone number. All BLS-provided LMOS/WFA data matched the PMAP raw data, exactly.</p>
<i>Customer Trouble Report Rate</i>			
M&R-7-2-1	BLS reports are correctly disaggregated and complete.	Satisfied	<p>BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation.</p> <p>Initially, KCI determined that BLS did not provide report values for the following levels of disaggregation, as required by the 10/22/99 Georgia SQM documentation: PBX, CENTREX and ISDN, UNE 2 Wire Loop, UNE Loop Other, and UNE Other.</p> <p>BLS informed KCI that the 10/22/99 SQM documentation was not specific to Georgia – that is, it is a BLS region-wide document. BLS suggested that KCI use the May 2000 SQM</p>

² The LMOS/WFA data were provided to KCI by BellSouth.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			documentation that specifies which levels of disaggregation apply to Georgia and which do not. KCI reviewed the May 2000 documentation, and determined that BLS reported all of the values at every required disaggregation level that the document indicated was appropriate for Georgia reporting. Exception 74 is closed. See Exception 74 for additional information on this issue.
M&R-7-2-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values. Initially, KCI determined that BLS did not provide report values for certain levels of disaggregation (see M&R-7-2-1 comments above). Exception 74 is closed. See Exception 74 for additional information on this issue.
M&R-7-2-3	Test data collected by KCI agree with BLS raw data.	Satisfied	To test this criterion, KCI compared data obtained from the BLS LMOS/WFA systems to the PMAP raw data. ³ KCI matched the following LMOS fields to the PMAP raw data fields: Missed appointment flag, OOS_24 flag, Out_of_Svc, Rec2clear_dur, and Category. KCI also matched the following WFA fields to the PMAP raw data: Resp_dur, Repo_type, and OOS24_flag. The LMOS/WFA data were matched by ticket ID and telephone number. All BLS-provided LMOS/WFA data matched the PMAP raw data, exactly.

³ The LMOS/WFA data were provided to KCI by BellSouth.

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Maintenance Average Duration</i>			
M&R-7-3-1	BLS reports are correctly disaggregated and complete.	Satisfied	<p>BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation. The values are reported at every required level of disaggregation.</p> <p>Initially, KCI determined that BLS did not provide report values for the following levels of disaggregation, as required by the 10/22/99 Georgia SQM documentation: PBX, CENTREX and ISDN, UNE 2 Wire Loop, UNE Loop Other, and UNE Other.</p> <p>BLS informed KCI that the 10/22/99 SQM documentation was not specific to Georgia – that is, it is a BLS region-wide document. BLS suggested that KCI use the May 2000 SQM documentation that specifies which levels of disaggregation apply to Georgia and which do not.</p> <p>KCI reviewed the May 2000 documentation, and determined that BLS reported all of the values at every required disaggregation level that the document indicated was appropriate for Georgia reporting.</p> <p>Exception 74 is closed. See Exception 74 for additional information on this issue.</p>
M&R-7-3-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	<p>The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values.</p> <p>Initially, KCI determined that BLS did not provide report values for certain levels of disaggregation (see M&R-7-3-1 comments above).</p> <p>Exception 74 is closed. See Exception 74 for additional information on this issue.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-7-3-3	Test data collected by KCI agree with BLS raw data.	Satisfied	<p>To test this criterion, KCI compared data obtained from the BLS LMOS/WFA systems to the PMAP raw data. KCI matched the following LMOS fields to the PMAP raw data fields: Missed appointment flag, OOS_24 flag, Out_of_Svc, Rec2clear_dur, and Category. KCI also matched the following WFA fields to the PMAP raw data: Resp_dur, Repo_type, and OOS24_flag. The LMOS/WFA data were matched by ticket ID and telephone number.</p> <p>Initially, five trouble tickets raised in December and reported in the KCI master test bed could not be found in the December PMAP raw data. BLS informed KCI that the telephone lines were provisioned as Design, in accordance with BLS policy that all UNE Ports lines are provisioned as Design. As a result, they were appropriately excluded from the raw data. As a result, all BLS-provided LMOS/WFA data matched the PMAP raw data, exactly.</p> <p>Exception 56 is closed. See Exception 56 for additional information on this issue.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Percent Repeat Troubles within 30 days</i>			
M&R-7-4-1	BLS reports are correctly disaggregated and complete.	Satisfied	<p>BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation. The values are reported at every required level of disaggregation.</p> <p>Initially, KCI determined that BLS did not provide report values for the following levels of disaggregation, as required by the 10/22/99 Georgia SQM documentation: PBX, CENTREX and ISDN, UNE 2 Wire Loop, UNE Loop Other, and UNE Other.</p> <p>BLS informed KCI that the 10/22/99 SQM documentation was not specific to Georgia – that is, it is a BLS region-wide document. BLS suggested that KCI use the May 2000 SQM documentation that specifies which levels of disaggregation apply to Georgia and which do not.</p> <p>KCI reviewed the May 2000 documentation, and determined that BLS reported all of the values at every required disaggregation level that the document indicated was appropriate for Georgia reporting.</p> <p>Exception 74 is closed. See Exception 74 for additional information on this issue.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-7-4-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	<p>The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values.</p> <p>Initially, KCI determined that BLS did not provide report values for certain levels of disaggregation (see M&R-7-4-1 comments above).</p> <p>Exception 74 is closed. See Exception 74 for additional information on this issue.</p>
M&R-7-4-3	Test data collected by KCI agree with BLS raw data.	Satisfied	<p>To test this criterion, KCI compared data obtained from the BLS LMOS/WFA systems to the PMAP raw data.⁴ KCI matched the following LMOS fields to the PMAP raw data fields: Missed appointment flag, OOS_24 flag, Out_of_Svc, Rec2clear_dur, and Category. KCI also matched the following WFA fields to the PMAP raw data: Resp_dur, Repo_type, and OOS24_flag. The LMOS/WFA data were matched by ticket ID and telephone number. All BLS-provided LMOS/WFA data matched the PMAP raw data, exactly.</p>

⁴ The LMOS/WFA data were provided to KCI by BellSouth.

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Out of Service > 24 hours</i>			
M&R-7-5-1	BLS reports are correctly disaggregated and complete.	Satisfied	<p>BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation.</p> <p>Initially, KCI determined that BLS did not provide report values for the following levels of disaggregation, as required by the 10/22/99 Georgia SQM documentation: PBX, CENTREX and ISDN, UNE 2 Wire Loop, UNE Loop Other, and UNE Other.</p> <p>BLS informed KCI that the 10/22/99 SQM documentation was not specific to Georgia – that is, it is a BLS region-wide document. BLS suggested that KCI use the May 2000 SQM documentation that specifies which levels of disaggregation apply to Georgia and which do not.</p> <p>KCI reviewed the May 2000 documentation, and determined that BLS reported all of the values at every required disaggregation level that the document indicated was appropriate for Georgia reporting.</p> <p>Exception 74 is closed. See Exception 74 for additional information on this issue.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-7-5-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	<p>The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values.</p> <p>Initially, BLS did not provide report values for certain levels of disaggregation (see M&R-7-5-1 comments above).</p> <p>Exception 74 is closed. See Exception 74 for additional information on this issue.</p>
M&R-7-5-3	Test data collected by KCI agree with BLS raw data.	Satisfied	<p>To test this criterion, KCI compared data obtained from the BLS LMOS/WFA systems to the PMAP raw data.⁵ KCI matched the following LMOS fields to the PMAP raw data fields: Missed appointment flag, OOS_24 flag, Out_of_Svc, Rec2clear_dur, and Category. KCI also matched the following WFA fields to the PMAP raw data: Resp_dur, Repo_type, and OOS24_flag. The LMOS/WFA data were matched by ticket ID and telephone number. All BLS-provided LMOS/WFA data matched the PMAP raw data, exactly.</p>
<i>OSS Interface Availability</i>			
M&R-7-6-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation.
M&R-7-6-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	<p>The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values.</p>

⁵ The LMOS/WFA data were provided to KCI by BellSouth.

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>OSS Response Interval and Percentages</i>			
M&R-7-7-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation. For this SQM, the levels of disaggregation correspond to the following system interfaces: CRIS, DLETH, DLR, LMOS, LMOSupd, LNP, MARCH, OSPCM, Predictor, and SOCS.
M&R-7-7-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS. Hence, KCI confirmed that BLS accurately calculated and reported these SQM values.
<i>Average Answer Time – Repair Centers</i>			
M&R-7-8-1	BLS reports are correctly disaggregated and complete.	Satisfied	BLS reports an SQM value for every level of disaggregation specified in the May 2000 Georgia SQM documentation. For this SQM, the levels of disaggregation correspond to maintenance and repair centers.

Test Cross-Reference	Evaluation Criteria	Result	Comments
M&R-7-8-2	KCI-calculated SQM values agree with BLS-reported SQM values.	Satisfied	<p>The SQM value calculated by KCI at each level of disaggregation matched exactly the corresponding value reported by BLS.</p> <p>Initially, KCI was unable to match the KCI-calculated SQM value to the BLS-reported value for the BLS Resale Maintenance Center (BRMC). The calculated values did match the reported values for Residence, Business, and UNE.</p> <p>BLS then provided additional computation instructions to KCI. Upon applying these additional instructions, the new KCI-calculated SQM values agreed with the BLS-reported SQM values.</p> <p>KCI also was provided with an additional month of data and reports for the BRMC . For this month (June 2000), the SQM value calculated by KCI matched the corresponding value reported by BLS.</p> <p>Exception 23 is closed. See Exception 23 for additional information on this issue.</p>