## G.    Test Results: Ordering & Provisioning Performance Measures Evaluation (O&P - 7)

### 1.0    Description

The Ordering and Provisioning Performance Measures Evaluation (O&P-7) involved (1) Calculation and Reporting Validation, and (2) Data Comparison, for ordering and provisioning-related Service Quality Measurements (SQMs) produced by BellSouth.   More detail on the activities undertaken by KCI to execute Performance Measures Evaluations is provided in Section III-F, "Performance Measures Evaluation Overview."

### 2.0    Methodology

This section summarizes the test methodology.

### 2.1    Business Process Description

The procedures supporting metrics data processing and reporting at BellSouth are described 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 the Calculation and Reporting Validation component of this evaluation is the set of values reported by BellSouth for ordering and provisioning Service Quality Measurements (SQMs).  The test target for the Data Comparison component 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 V-7.1: Test Target Cross-Reference

| Sub-Process | Function | Evaluation Criteria | Test Cross-Reference |
|---|---|---|---|
| Percent Rejected Service Requests | Resale Residence Resale Business Resale Specials UNE UNE Loop with NP Other | BLS reports are correctly disaggregated and complete. | O&P-7-1-1 |
| | | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-1-2 |
| | | Test data collected by KCI agree with BLS raw data. | O&P-7-1-3 |

| Sub-Process | Function | Evaluation Criteria | Test Cross-Reference |
|---|---|---|---|
| Reject Interval | Resale – Residence<br>Resale – Business<br>Resale – Design<br>UNE Design<br>UNE Non -Design<br>UNE Loop with and<br>w/o NP<br>Mechanized (0-4 min., 4-8 min., 8 -12 min.,12-60 min., 0 -1 hr., 1 -8 hrs., 8 -24 hrs., >24 hrs.)<br><br>Non-Mechanized (0-1 hr., 1-4 hrs., 4 -8 hrs., 8 -12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., >24 hrs.)<br><br>Average Interval in Days | BLS reports are correctly disaggregated and complete. | O&P-7-2 -1 |
|  |  | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-2 -2 |
|  |  | Test data collected by KCI agree with BLS raw data. | O&P-7-2 -3 |
| Firm Order Confirmation Timeliness | Resale – Residence<br>Resale – Business<br>Resale – Design<br>UNE Design<br>UNE Non -Design<br>UNE Loop with and<br>w/o NP<br><br>Mechanized (0-15 min., 15-30 min., 30-45 min., 45-60 min., 60-90 min., 90-120 min., 120-240 min., 4 -8 hrs., 8 -12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., 24-48 hrs., >48 hrs.)<br><br>Non-Mechanized (0-4 hrs., 4 -8 hrs., 8 -12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., 24-48 hrs., >48 hrs.)<br><br>Average Interval in Days | BLS reports are correctly disaggregated and complete. | O&P-7-3 -1 |
|  |  | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-3 -2 |
|  |  | Test data collected by KCI agree with BLS raw data. | O&P-7-3 -3 |
| Speed of Answer in Ordering Center[1] | Not disaggregated | BLS reports are correctly disaggregated and complete. | O&P-7-4 -1 |
|  |  | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-4 -2 |

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[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 |
|---|---|---|---|
| Mean Held Order Interval & Distribution Intervals | Circuit Breakout <10, >=10<br><br>POTS – Residence<br>POTS – Business<br>Design<br>UNE Design<br>UNE Non-Design | BLS reports are correctly disaggregated and complete. | O&P-7-5-1 |
| | | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-5-2 |
| | | Test data collected by KCI agree with BLS raw data. | O&P-7-5-3 |
| Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices | POTS – Residence<br>POTS – Business<br>Design<br>UNE Design<br>UNE Non-Design | BLS reports are correctly disaggregated and complete. | O&P-7-6-1 |
| | | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-6-2 |
| | | Test data collected by KCI agree with BLS raw data. | O&P-7-6-3 |
| Percent Missed Installation Appointments | <10 Lines/Circuits<br>>10 Lines/Circuits<br><br>Dispatch/No Dispatch<br><br>POTS – Residence<br>POTS – Business<br>Design<br>UNE Design<br>UNE Non-Design | BLS reports are correctly disaggregated and complete. | O&P-7-7-1 |
| | | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-7-2 |
| | | Test data collected by KCI agree with BLS raw data. | O&P-7-7-3 |
| Average Completion Interval / Order Completion Interval Distribution | Dispatch/No Dispatch<br><br>Residence and Business Reported in Day Intervals: 0, 1, 2, 3, 4, 5, 5+<br><br>UNE and Design Reported in Day Intervals: 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, >=30<br><br><10 lines/circuits<br>>=10 lines/circuits<br><br>POTS – Residence<br>POTS – Business<br>Design<br>UNE Design<br>UNE Non-Design | BLS reports are correctly disaggregated and complete. | O&P-7-8-1 |
| | | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-8-2 |
| | | Test data collected by KCI agree with BLS raw data. | O&P-7-8-3 |

| Sub-Process | Function | Evaluation Criteria | Test Cross-Reference |
|---|---|---|---|
| Average Completion Notice Interval | Reporting Intervals in hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, >24, plus Overall Average Hour Interval | BLS reports are correctly disaggregated and complete. | O&P-7-9-1 |
| | <10 Lines/Circuits >=10 Lines/Circuits | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-9-2 |
| | POTS – Residence POTS – Business Design UNE Design UNE Non-Design | Test data collected by KCI agree with BLS raw data. | O&P-7-9-3 |
| Coordinated Customer Conversions | Reported in Intervals: <=5 min., >5 and <=15 min., >15 min., plus Overall Average Interval | BLS reports are correctly disaggregated and complete. | O&P-7-10-1 |
| | UNE Loops without NP (Number Portability) UNE Loops with NP | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-10-2 |
| Percent Provisioning Troubles within 30 days of Service Order Activity | <10 Lines/Circuits >10 Lines/Circuits Dispatch/No Dispatch POTS – Residence POTS – Business Design UNE Design UNE Non-Design | BLS reports are correctly disaggregated and complete. | O&P-7-11-1 |
| | | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-11-2 |
| Total Service Order Cycle Time | Dispatch/No Dispatch POTS – Residence POTS – Business Design UNE Design UNE Non-Design | BLS reports are correctly disaggregated and complete. | O&P-7-12-1 |
| | | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-12-2 |
| | | Test data collected by KCI agree with BLS raw data. | O&P-7-12-3 |

| Sub-Process | Function | Evaluation Criteria | Test Cross-Reference |
|---|---|---|---|
| Service Order Accuracy | <10 Lines/Circuits >10 Lines/Circuits  Dispatch/No Dispatch  POTS – Residence POTS – Business Design UNE Design UNE Non-Design | BLS reports are correctly disaggregated and complete. | O&P-7-13-1 |
| | | KCI-calculated SQM values agree with BLS-reported SQM values. | O&P-7-13-2 |

## 2.4    Data Sources

The data collected for the Ordering and Provisioning Performance Measures Evaluation are summarized in the table below.

### Table V-7.2: Data Sources for Ordering & Provisioning Performance Measures Evaluation

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| November 1999 Raw Data – Percent Rejected Service Requests – BLS Proprietary | order_rejintand%rejbyint_KPMG_november_rawdata.txt | O&P-7-B-3 | BLS (Performance Measurement Analysis Platform "PMAP" Web site) |
| November 1999 Raw Data – Percent Rejected Service Requests – BLS Proprietary | order_servorder_KPMG_november_rawdata.txt | O&P-7-B-3 | BLS (PMAP Web site) |
| December 1999 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ord Reject Interval & % Reject by Interval.txt | O&P-7-A-17 | BLS (PMAP Web site) |
| December 1999 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ord Service Orders.txt | O&P-7-A-17 | BLS (PMAP Web site) |
| January 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ord Reject Interval & % Reject by Interval.txt | O&P-7-B-24 | BLS (PMAP Web site) |
| January 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ord Service Orders.txt | O&P-7-B-24 | BLS (PMAP Web site) |
| February 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-G-3 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| February 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Service Orders.txt | O&P-7-G-3 | BLS (PMAP Web site) |
| March 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-H-3 | BLS (PMAP Web site) |
| March 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Service Orders.txt | O&P-7-H-3 | BLS (PMAP Web site) |
| April 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-I-3 | BLS (PMAP Web site) |
| April 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Service Orders.txt | O&P-7-I-3 | BLS (PMAP Web site) |
| May 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-J-3 | BLS (PMAP Web site) |
| May 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Service Orders.txt | O&P-7-J-3 | BLS (PMAP Web site) |
| June 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-K-3 | BLS (PMAP Web site) |
| June 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Service Orders.txt | O&P-7-K-3 | BLS (PMAP Web site) |
| July 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-L-3 | BLS (PMAP Web site) |
| July 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Service Orders.txt | O&P-7-L-3 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| August 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-M-3 | BLS (PMAP Web site) |
| August 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Service Orders.txt | O&P-7-M-3 | BLS (PMAP Web site) |
| September 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-N-3 | BLS (PMAP Web site) |
| September 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Service Orders.txt | O&P-7-N-3 | BLS (PMAP Web site) |
| October 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-O-3 | BLS (PMAP Web site) |
| October 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Service Orders.txt | O&P-7-O-3 | BLS (PMAP Web site) |
| November 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-P-3 | BLS (PMAP Web site) |
| November 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Service Orders.txt | O&P-7-P-3 | BLS (PMAP Web site) |
| December 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-Q-3 | BLS (PMAP Web site) |
| December 2000 Raw Data – Percent Rejected Service Requests – BLS Proprietary | Ordering Service Orders.txt | O&P-7-Q-3 | BLS (PMAP Web site) |
| November 1999 Raw Data – Reject Interval – BLS Proprietary | order_rejintand%rejbyint_KPMG_november_rawdata.txt | O&P-7-B-10 | BLS (PMAP Web site) |
| December 1999 Raw Data – Reject Interval – BLS Proprietary | Ord Reject Interval & % Reject by Interval.txt | O&P-7-A-10 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| January 2000 Raw Data – Reject Interval – BLS Proprietary | Ord Reject Interval & % Reject by Interval.txt | O&P-7-B-31 | BLS (PMAP Web site) |
| February 2000 Raw Data – Reject Interval – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-G-10 | BLS (PMAP Web site) |
| March 2000 Raw Data – Reject Interval – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-H-10 | BLS (PMAP Web site) |
| April 2000 Raw Data – Reject Interval – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-I-10 | BLS (PMAP Web site) |
| May 2000 Raw Data – Reject Interval – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-J-10 | BLS (PMAP Web site) |
| June 2000 Raw Data – Reject Interval – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-K-10 | BLS (PMAP Web site) |
| July 2000 Raw Data – Reject Interval – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-L-10 | BLS (PMAP Web site) |
| August 2000 Raw Data – Reject Interval – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-M-10 | BLS (PMAP Web site) |
| September 2000 Raw Data – Reject Interval – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-N-10 | BLS (PMAP Web site) |
| October 2000 Raw Data – Reject Interval – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-O-10 | BLS (PMAP Web site) |
| November 2000 Raw Data – Reject Interval – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-P-10 | BLS (PMAP Web site) |
| December 2000 Raw Data – Reject Interval – BLS Proprietary | Ordering Reject Interval and Percent Reject by Interval.txt | O&P-7-Q-10 | BLS (PMAP Web site) |
| November 1999 Raw Data – Firm Order Confirmation (FOC) Timeliness – BLS Proprietary | order_foctimeliness_KPMG_november_rawdata.txt | O&P-7-B-17 | BLS (PMAP Web site) |
| December 1999 Raw Data – FOC Timeliness – BLS Proprietary | Ord FOC Timeliness.txt | O&P-7-A-3 | BLS (PMAP Web site) |
| January 2000 Raw Data – FOC Timeliness – BLS Proprietary | Ord FOC Timeliness.txt | O&P-7-B-38 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| February 2000 Raw Data – FOC Timeliness – BLS Proprietary | Ordering FOC Timeliness.txt | O&P-7-G-17 | BLS (PMAP Web site) |
| March 2000 Raw Data – FOC Timeliness – BLS Proprietary | Ordering FOC Timeliness.txt | O&P-7-H-17 | BLS (PMAP Web site) |
| April 2000 Raw Data – FOC Timeliness – BLS Proprietary | Ordering FOC Timeliness.txt | O&P-7-I-17 | BLS (PMAP Web site) |
| May 2000 Raw Data – FOC Timeliness – BLS Proprietary | Ordering FOC Timeliness.txt | O&P-7-J-17 | BLS (PMAP Web site) |
| June 2000 Raw Data – FOC Timeliness – BLS Proprietary | Ordering FOC Timeliness.txt | O&P-7-K-17 | BLS (PMAP Web site) |
| July 2000 Raw Data – FOC Timeliness – BLS Proprietary | Ordering FOC Timeliness.txt | O&P-7-L-17 | BLS (PMAP Web site) |
| August 2000 Raw Data – FOC Timeliness – BLS Proprietary | Ordering FOC Timeliness.txt | O&P-7-M-17 | BLS (PMAP Web site) |
| September 2000 Raw Data – FOC Timeliness – BLS Proprietary | Ordering FOC Timeliness.txt | O&P-7-N-17 | BLS (PMAP Web site) |
| October 2000 Raw Data – FOC Timeliness – BLS Proprietary | Ordering FOC Timeliness.txt | O&P-7-O-17 | BLS (PMAP Web site) |
| November 2000 Raw Data – FOC Timeliness – BLS Proprietary | Ordering FOC Timeliness.txt | O&P-7-P-17 | BLS (PMAP Web site) |
| December 2000 Raw Data – FOC Timeliness – BLS Proprietary | Ordering FOC Timeliness.txt | O&P-7-Q-17 | BLS (PMAP Web site) |
| December 1999 Raw Data – Speed of Answer in Ordering Center – Local Carrier Service Center (LCSC) – CLEC Proprietary | dec_1st week_LCSC ATL1.txt | O&P-7-A-24 | BLS – Interconnection Operations – CLEC Performance Measurements |
| December 1999 Raw Data – Speed of Answer in Ordering Center - LCSC – CLEC Proprietary | dec_1st week_LCSC Birm1.txt | O&P-7-A-24 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| December 1999 Raw Data – Speed of Answer in Ordering Center - LCSC – CLEC Proprietary | dec_2nd week_LCSC ATL.txt | O&P-7-A-24 | BLS – Interconnection Operations – CLEC Performance Measurements |
| December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC – CLEC Proprietary | dec_2nd week_LCSC Birm.txt | O&P-7-A-24 | BLS – Interconnection Operations – CLEC Performance Measurements |
| December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC – CLEC Proprietary | dec_3rd week_LCSC ATL.txt | O&P-7-A-24 | BLS – Interconnection Operations – CLEC Performance Measurements |
| December 1999 Raw Data – Speed of Answer in Ordering Center - LCSC – CLEC Proprietary | dec_3rd week_LCSC Birm.txt | O&P-7-A-24 | BLS – Interconnection Operations – CLEC Performance Measurements |
| December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC – CLEC Proprietary | dec_4th week_LCSC ATL.txt | O&P-7-A-24 | BLS – Interconnection Operations – CLEC Performance Measurements |
| December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC – CLEC Proprietary | dec_4th week_LCSC Birm.txt | O&P-7-A-24 | BLS – Interconnection Operations – CLEC Performance Measurements |
| December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC – CLEC Proprietary | dec_last week_LCSCATL.txt | O&P-7-A-24 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC Raw Data – CLEC Proprietary | dec_last week_LCSCBirm.txt | O&P-7-A-24 | BLS – Interconnection Operations – CLEC Performance Measurements |
| December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC – CLEC Proprietary | Dec_Month_LCSC Birm.txt | O&P-7-A-24 | BLS – Interconnection Operations – CLEC Performance Measurements |
| December 1999 Raw Data – Speed of Answer in Ordering Center – LCSC – CLEC Proprietary | Dec_Month_LCSC ATL.txt | O&P-7-A-24 | BLS – Interconnection Operations – CLEC Performance Measurements |
| November 1999 Raw Data – Mean Held Order Interval – BLS Proprietary | Prov_Held_Orders.txt | O&P-7-C-3 | BLS (PMAP Web site) |
| December 1999 Raw Data – Mean Held Order Interval – BLS Proprietary | Prov_Held_Orders.txt | O&P-7-D-3 | BLS (PMAP Web site) |
| January 2000 Raw Data – Mean Held Order Interval – BLS Proprietary | Prov Held Orders.txt | O&P-7-E-3 | BLS (PMAP Web site) |
| February 2000 Raw Data – Mean Held Order Interval – BLS Proprietary | Provisioning Held Orders.txt | O&P-7-G-24 | BLS (PMAP Web site) |
| March 2000 Raw Data – Mean Held Order Interval – BLS Proprietary | Provisioning Held Orders.txt | O&P-7-H-24 | BLS (PMAP Web site) |
| March 2000 Raw Data – Mean Held Order Interval Re-test Data – BLS Proprietary | GACLECHeldOrder0300.txt | O&P-7-H-24 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Raw Data – Mean Held Order Interval – BLS Proprietary | Provisioning Held Orders.txt | O&P-7-I-24 | BLS (PMAP Web site) |
| May 2000 Raw Data – Mean Held Order Interval – BLS Proprietary | Provisioning Held Orders.txt | O&P-7-J-24 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| June 2000 Raw Data – Mean Held Order Interval – BLS Proprietary | Provisioning Held Orders.txt | O&P-7-K-24 | BLS (PMAP Web site) |
| July 2000 Raw Data – Mean Held Order Interval – BLS Proprietary | Provisioning Held Orders.txt | O&P-7-L-24 | BLS (PMAP Web site) |
| August 2000 Raw Data – Mean Held Order Interval – BLS Proprietary | Provisioning Held Orders.txt | O&P-7-M-24 | BLS (PMAP Web site) |
| September 2000 Raw Data – Mean Held Order Interval – BLS Proprietary | Provisioning Held Orders.txt | O&P-7-N-24 | BLS (PMAP Web site) |
| October 2000 Raw Data – Mean Held Order Interval – BLS Proprietary | Provisioning Held Orders.txt | O&P-7-O-24 | BLS (PMAP Web site) |
| November 2000 Raw Data – Mean Held Order Interval – BLS Proprietary | Provisioning Held Orders.txt | O&P-7-P-24 | BLS (PMAP Web site) |
| December 2000 Raw Data – Mean Held Order Interval – BLS Proprietary | Provisioning Held Orders.txt | O&P-7-Q-24 | BLS (PMAP Web site) |
| November 1999 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Prov Jeopardy Notice Interval.txt | O&P-7-C-38 | BLS (PMAP Web site) |
| December 1999 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Prov Jeopardy Notice Interval.txt | O&P-7-D-38 | BLS (PMAP Web site) |
| January 2000 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Prov Jeopardy Notice Interval.txt | O&P-7-E-38 | BLS (PMAP Web site) |
| February 2000 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Provisioning Jeopardy Notice Interval.txt | O&P-7-G-31 | BLS (PMAP Web site) |
| March 2000 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Provisioning Jeopardy Notice Interval.txt | O&P-7-H-31 | BLS (PMAP Web site) |
| March 2000 Raw Data – Average Jeopardy Notice Interval Re-test Data – BLS Proprietary | GACLECJeopardy0300.txt | O&P-7-H-31 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Provisioning Jeopardy Notice Interval.txt | O&P-7-I-31 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| May 2000 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Provisioning Jeopardy Notice Interval.txt | O&P-7-J-31 | BLS (PMAP Web site) |
| June 2000 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Provisioning Jeopardy Notice Interval.txt | O&P-7-K-31 | BLS (PMAP Web site) |
| June 2000 Raw Data – Average Jeopardy Notice Interval Re-test Data – BLS Proprietary | GA0600CLECJeopardy. txt | O&P-7-K-31 | BLS – Interconnection Operations – CLEC Performance Measurements |
| July 2000 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Provisioning Jeopardy Notice Interval.txt | O&P-7-L-31 | BLS (PMAP Web site) |
| August 2000 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Provisioning Jeopardy Notice Interval.txt | O&P-7-M-31 | BLS (PMAP Web site) |
| September 2000 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Provisioning Jeopardy Notice Interval.txt | O&P-7-N-31 | BLS (PMAP Web site) |
| October 2000 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Provisioning Jeopardy Notice Interval.txt | O&P-7-O-31 | BLS (PMAP Web site) |
| November 2000 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Provisioning Jeopardy Notice Interval.txt | O&P-7-P-31 | BLS (PMAP Web site) |
| December 2000 Raw Data – Average Jeopardy Notice Interval – BLS Proprietary | Provisioning Jeopardy Notice Interval.txt | O&P-7-Q-31 | BLS (PMAP Web site) |
| November 1999 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Prov_%_Installation_Appointments.txt | O&P-7-C-17 | BLS (PMAP Web site) |
| December 1999 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Prov_%_Missed_Installation_Appointments.txt | O&P-7-D-17 | BLS (PMAP Web site) |
| January 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Prov % Missed_Installation_Appointments.txt | O&P-7-E-17 | BLS (PMAP Web site) |
| February 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Provisioning Percent Missed Installation Appointments.txt | O&P-7-G-38 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|----------|-----------|-------------------------|--------|
| March 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Provisioning Percent Missed Installation Appointments.txt | O&P-7-H-38 | BLS (PMAP Web site) |
| March 2000 Raw Data – Percent Missed Installation Appointments Re-test Data – BLS Proprietary | GACLECPMI0300.txt | O&P-7-H-38 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Provisioning Percent Missed Installation Appointments.txt | O&P-7-I-38 | BLS (PMAP Web site) |
| May 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Provisioning Percent Missed Installation Appointments.txt | O&P-7-J-38 | BLS (PMAP Web site) |
| June 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Provisioning Percent Missed Installation Appointments.txt | O&P-7-K-38 | BLS (PMAP Web site) |
| July 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Provisioning Percent Missed Installation Appointments.txt | O&P-7-L-38 | BLS (PMAP Web site) |
| August 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Provisioning Percent Missed Installation Appointments.txt | O&P-7-M-38 | BLS (PMAP Web site) |
| September 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Provisioning Percent Missed Installation Appointments.txt | O&P-7-N-38 | BLS (PMAP Web site) |
| October 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Provisioning Percent Missed Installation Appointments.txt | O&P-7-O-38 | BLS (PMAP Web site) |
| November 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Provisioning Percent Missed Installation Appointments.txt | O&P-7-P-38 | BLS (PMAP Web site) |
| December 2000 Raw Data – Percent Missed Installation Appointments – BLS Proprietary | Provisioning Percent Missed Installation Appointments.txt | O&P-7-Q-38 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| November 1999 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Prov_Order_Completion_Interval_Distn.txt | O&P-7-C-24 | BLS (PMAP Web site) |
| December 1999 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Prov_Order_Completion_Interval_Distn.txt | O&P-7-D-24 | BLS (PMAP Web site) |
| January 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Prov Order Completion_Interval_Distn.txt | O&P-7-E-24 | BLS (PMAP Web site) |
| February 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Provisioning Order Completion Distribution.txt | O&P-7-G-45 | BLS (PMAP Web site) |
| March 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Provisioning Order Completion Distribution.txt | O&P-7-H-45 | BLS (PMAP Web site) |
| March 2000 Raw Data – Average Completion Interval - Order Completion Interval Re-test Data– BLS Proprietary | GACLECOCI0300.txt | O&P-7-H-45 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Provisioning Order Completion Distribution.txt | O&P-7-I-45 | BLS (PMAP Web site) |
| April 2000 Raw Data – Average Completion Interval - Order Completion Interval Revised Data– BLS Proprietary | GACLECOCI0400.txt | O&P-7-I-45 | BLS – Interconnection Operations – CLEC Performance Measurements |
| May 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Provisioning Order Completion Distribution.txt | O&P-7-J-45 | BLS (PMAP Web site) |
| June 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Provisioning Order Completion Interval Distribution.txt | O&P-7-K-45 | BLS (PMAP Web site) |

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| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| July 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Provisioning Order Completion Interval Distribution.txt | O&P-7-L-45 | BLS (PMAP Web site) |
| August 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Provisioning Order Completion Interval Distribution.txt | O&P-7-M-45 | BLS (PMAP Web site) |
| September 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Provisioning Order Completion Interval Distribution.txt | O&P-7-N-45 | BLS (PMAP Web site) |
| October 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Provisioning Order Completion Interval Distribution.txt | O&P-7-O-45 | BLS (PMAP Web site) |
| November 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Provisioning Order Completion Interval Distribution.txt | O&P-7-P-45 | BLS (PMAP Web site) |
| December 2000 Raw Data – Average Completion Interval - Order Completion Interval – BLS Proprietary | Provisioning Order Completion Interval Distribution.txt | O&P-7-Q-45 | BLS (PMAP Web site) |
| November 1999 Raw Data – Average Completion Notice Interval – BLS Proprietary | prov_avecompnotint_KPMG_november_rawdata.txt | O&P-7-C-45 | BLS (PMAP Web site) |
| December 1999 Raw Data – Average Completion Notice Interval – BLS Proprietary | Prov Avg Completion Notice Interval.txt | O&P-7-D-45 | BLS (PMAP Web site) |
| January 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary | Prov Avg Completion Notice Interval.txt | O&P-7-E-45 | BLS (PMAP Web site) |
| February 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary | Provisioning Average Completion Notice Interval.txt | O&P-7-G-52 | BLS (PMAP Web site) |
| March 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary | Provisioning Average Completion Notice Interval.txt | O&P-7-H-52 | BLS (PMAP Web site) |
| March 2000 Raw Data – Average Completion Notice Interval Re-test Data – BLS Proprietary | GACLECA CNI0300.txt | O&P-7-H-52 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| April 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary | Provisioning Average Completion Notice Interval.txt | O&P-7-I-52 | BLS (PMAP Web site) |
| May 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary | Provisioning Average Completion Notice Interval.txt | O&P-7-J-52 | BLS (PMAP Web site) |
| June 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary | Provisioning Average Completion Notice Interval.txt | O&P-7-K-52 | BLS (PMAP Web site) |
| July 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary | Provisioning Average Completion Notice Interval.txt | O&P-7-L-52 | BLS (PMAP Web site) |
| August 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary | Provisioning Average Completion Notice Interval.txt | O&P-7-M-52 | BLS (PMAP Web site) |
| September 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary | Provisioning Average Completion Notice Interval.txt | O&P-7-N-52 | BLS (PMAP Web site) |
| October 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary | Provisioning Average Completion Notice Interval.txt | O&P-7-O-52 | BLS (PMAP Web site) |
| November 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary | Provisioning Average Completion Notice Interval.txt | O&P-7-P-52 | BLS (PMAP Web site) |
| December 2000 Raw Data – Average Completion Notice Interval – BLS Proprietary | Provisioning Average Completion Notice Interval.txt | O&P-7-Q-52 | BLS (PMAP Web site) |
| February 2000 Raw Data - Coordinated Customer Conversions – BLS Proprietary | Febzxc.xls | O&P-7-G-59 | BLS – Interconnection Operations – CLEC Performance Measurements |
| March 2000 Raw Data - Coordinated Customer Conversions – BLS Proprietary | zxcmar.xls | O&P-7-H-59 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Raw Data - Coordinated Customer Conversions – BLS Proprietary | zxcapr.xls | O&P-7-I-59 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| May 2000 Raw Data - Coordinated Customer Conversions – BLS Proprietary | zxcmay.xls | O&P-7-J-59 | BLS – Interconnection Operations – CLEC Performance Measurements |
| September 2000 Raw Data - Coordinated Customer Conversions – BLS Proprietary | Provisioning Coordinated Customer Conversions.txt | O&P-7-N-73 | BLS (PMAP Web site) |
| October 2000 Raw Data - Coordinated Customer Conversions – BLS Proprietary | Provisioning Coordinated Customer Conversions.txt | O&P-7-O-73 | BLS (PMAP Web site) |
| November 2000 Raw Data - Coordinated Customer Conversions – BLS Proprietary | Provisioning Coordinated Customer Conversions.txt | O&P-7-P-73 | BLS (PMAP Web site) |
| December 2000 Raw Data - Coordinated Customer Conversions – BLS Proprietary | Provisioning Coordinated Customer Conversions.txt | O&P-7-Q-73 | BLS (PMAP Web site) |
| October 2000 Raw Data - Coordinated Customer Conversions- Hot Cuts Timeliness – BLS Proprietary | Provisioning CCC Hot Cut Timeliness.txt | O&P-7-O-80 | BLS (PMAP Web site) |
| November 2000 Raw Data - Coordinated Customer Conversions- Hot Cuts Timeliness – BLS Proprietary | Provisioning CCC Hot Cut Timeliness.txt | O&P-7-P-80 | BLS (PMAP Web site) |
| December 2000 Raw Data - Coordinated Customer Conversions- Hot Cuts Timeliness – BLS Proprietary | Provisioning CCC Hot Cut Timeliness.txt | O&P-7-Q-80 | BLS (PMAP Web site) |
| December 1999 Raw Data – Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | Prov_Trbls_wi_30_days _Non_Trunks.txt | O&P-7-D-10 | BLS (PMAP Web site) |
| March 2000 Raw Data – Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | % Prov. Trouble wi 30 Days CLEC.txt | O&P-7-H-66 | BLS (PMAP Web site) |
| March 2000 Raw Data – Percent Provisioning Troubles within 30 days of Service Order Activity Re-test Data – BLS Proprietary | GACLECTroubles300300.txt | O&P-7-H-66 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| April 2000 Raw Data – Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | Provisioning Troubles Within 30 Days of Provisioning (Non Trunk).txt | O&P-7-I-66 | BLS (PMAP Web site) |
| May 2000 Raw Data – Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | Provisioning Troubles within 30 Days of Provisioning (Non Trunk).txt | O&P-7-J-66 | BLS (PMAP Web site) |
| June 2000 Raw Data – Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | Provisioning Troubles within 30 Days of Provisioning (Non Trunk).txt | O&P-7-K-59 | BLS (PMAP Web site) |
| July 2000 Raw Data – Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | Provisioning Troubles within 30 days of Provisioning.txt | O&P-7-L-59 | BLS (PMAP Web site) |
| August 2000 Raw Data – Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | Provisioning Troubles within 30 days of Provisioning.txt | O&P-7-M-59 | BLS (PMAP Web site) |
| September 2000 Raw Data – Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | Provisioning Troubles within 30 days of Provisioning.txt | O&P-7-N-59 | BLS (PMAP Web site) |
| October 2000 Raw Data – Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | Provisioning Troubles within 30 days of Provisioning.txt | O&P-7-O-59 | BLS (PMAP Web site) |
| November 2000 Raw Data – Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | Provisioning Troubles within 30 days of Provisioning.txt | O&P-7-P-59 | BLS (PMAP Web site) |
| December 2000 Raw Data – Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | Provisioning Troubles within 30 days of Provisioning.txt | O&P-7-Q-59 | BLS (PMAP Web site) |
| November 1999 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Tsoct_~1.txt | O&P-7-C-31 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| December 1999 Raw Data – Total Service Order Cycle Time – BLS Proprietary | 121999~1.txt | O&P-7-D-31 | BLS – Interconnection Operations – CLEC Performance Measurements |
| January 2000 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Prov Total Service Order Cycle Time.txt | O&P-7-E-31 | BLS (PMAP Web site) |
| February 2000 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Provisioning Total Service Order Cycle Time.txt | O&P-7-G-66 | BLS (PMAP Web site) |
| March 2000 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Provisioning Total Service Order Cycle Time.txt | O&P-7-H-73 | BLS (PMAP Web site) |
| March 2000 Raw Data – Total Service Order Cycle Time Re-test Data– BLS Proprietary | GACLECTSOCT0300.txt | O&P-7-H-73 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Provisioning Total Service Order Cycle Time.txt | O&P-7-I-73 | BLS (PMAP Web site) |
| May 2000 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Provisioning Total Service Order Cycle Time.txt | O&P-7-J-73 | BLS (PMAP Web site) |
| June 2000 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Provisioning Total Service Order Cycle Time.txt | O&P-7-K-66 | BLS (PMAP Web site) |
| July 2000 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Provisioning Total Service Order Cycle Time.txt | O&P-7-L-66 | BLS (PMAP Web site) |
| August 2000 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Provisioning Total Service Order Cycle Time.txt | O&P-7-M-66 | BLS (PMAP Web site) |
| September 2000 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Provisioning Total Service Order Cycle Time.txt | O&P-7-N-66 | BLS (PMAP Web site) |
| October 2000 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Provisioning Total Service Order Cycle Time.txt | O&P-7-O-66 | BLS (PMAP Web site) |
| November 2000 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Provisioning Total Service Order Cycle Time.txt | O&P-7-P-66 | BLS (PMAP Web site) |

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| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| December 2000 Raw Data – Total Service Order Cycle Time – BLS Proprietary | Provisioning Total Service Order Cycle Time.txt | O&P-7-Q-66 | BLS (PMAP Web site) |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Mech GA Business under 10.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Mech GA Residence Resale over 10.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Mech GA Residence Resale under 10.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Non-Mech GA Business over 10.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Non-Mech GA Business under 10.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Non-Mech GA Residence Resale under 10.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Non-Mech GA UNE Design under 10.xls (Unbundled Network Elements "UNE") | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Non-Mech GA UNE Loop over 10.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Non-Mech GA UNE Loop under 10.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Non-Mech GA UNE Non-Designs over 10.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Non-Mech GA UNE Non-Designs under 10.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Non-mechanized Residence Greater Than 10.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | Non-mechanized UNE Designs Less than 10 - FL.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | SPECIALS.XLS | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | TRUNKS GREATER THAN 10 CIRCUITS1.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| October 1999 Raw Data – Service Order Accuracy – BLS Proprietary | trunks LESS than 10 circuits1.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| May 2000 Raw Data – Service Order Accuracy – BLS Proprietary | Regula~1.xls | O&P-7-C-52 | BLS – Interconnection Operations – CLEC Performance Measurements |
| November 1999 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %RejectRequestFullyMechanizedCLEC.txt | O&P-7-B-1 | BLS (PMAP Web site) |
| November 1999 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %RejectRequestPrtlyMechanizedCLEC.txt | O&P-7-B-1 | BLS (PMAP Web site) |
| November 1999 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %RejectRequestTotalMechanizedCLEC.txt | O&P-7-B-1 | BLS (PMAP Web site) |
| November 1999 Report - Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %RejectRequestNonMechanizedCLEC.txt | O&P-7-B-1 | BLS (PMAP Web site) |
| December 1999 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %RejectFullyMechanizedKPMG.txt | O&P-7-A-15 | BLS (PMAP Web site) |
| December 1999 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %RejectPrtlyMechanizedKPMG.txt | O&P-7-A-15 | BLS (PMAP Web site) |
| December 1999 Report - Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %RejectTotalMechanizedKPMG.txt | O&P-7-A-15 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| December 1999 Report-Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %RejectNonMechanizedKPMG.txt | O&P-7-A-15 | BLS (PMAP Web site) |
| January 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %Reject Svc Request Fully Mech CLEC.txt | O&P-7-B-22 | BLS (PMAP Web site) |
| January 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %Reject Svc Request Prtly Mech CLEC.txt | O&P-7-B-22 | BLS (PMAP Web site) |
| January 2000 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %Reject Svc Request Total Mech CLEC.txt | O&P-7-B-22 | BLS (PMAP Web site) |
| January 2000 Report- Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %Reject Svc Request Non-Mech CLEC.txt | O&P-7-B-22 | BLS (PMAP Web site) |
| February 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %Reject Svc Request Fully Mech CLEC.txt | O&P-7-G-1 | BLS (PMAP Web site) |
| February 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %Reject Svc Request Prtly Mech CLEC.txt | O&P-7-G-1 | BLS (PMAP Web site) |
| February 2000 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %Reject Svc Request Total Mech CLEC.txt | O&P-7-G-1 | BLS (PMAP Web site) |
| February 2000 Report- Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %Reject Svc Request Non-Mech CLEC.txt | O&P-7-G-1 | BLS (PMAP Web site) |
| March 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %Reject Svc Request Fully Mech CLEC.txt | O&P-7-H-1 | BLS (PMAP Web site) |
| March 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %Reject Svc Request Prtly Mech CLEC.txt | O&P-7-H-1 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| March 2000 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %Reject Svc Request Total Mech CLEC.txt | O&P-7-H-1 | BLS (PMAP Web site) |
| March 2000 Report- Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %Reject Svc Request Non-Mech CLEC.txt | O&P-7-H-1 | BLS (PMAP Web site) |
| April 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %Reject Svc Request Fully Mech CLEC.txt | O&P-7-I-1 | BLS (PMAP Web site) |
| April 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %Reject Svc Request Prtly Mech CLEC.txt | O&P-7-I-1 | BLS (PMAP Web site) |
| April 2000 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %Reject Svc Request Total Mech CLEC.txt | O&P-7-I-1 | BLS (PMAP Web site) |
| April 2000 Report- Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %Reject Svc Request Non-Mech CLEC.txt | O&P-7-I-1 | BLS (PMAP Web site) |
| May 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %Reject Svc Request Fully Mech CLEC.txt | O&P-7-J-1 | BLS (PMAP Web site) |
| May 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %Reject Svc Request Prtly Mech CLEC.txt | O&P-7-J-1 | BLS (PMAP Web site) |
| May 2000 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %Reject Svc Request Total Mech CLEC.txt | O&P-7-J-1 | BLS (PMAP Web site) |
| May 2000 Report- Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %Reject Svc Request Non-Mech CLEC.txt | O&P-7-J-1 | BLS (PMAP Web site) |
| June 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %Reject Svc Request Fully Mech CLEC.txt | O&P-7-K-1 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| June 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %Reject Svc Request Prtly Mech CLEC.txt | O&P-7-K-1 | BLS (PMAP Web site) |
| June 2000 Report - Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %Reject Svc Request Total Mech CLEC.txt | O&P-7-K-1 | BLS (PMAP Web site) |
| June 2000 Report - Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %Reject Svc Request Non-Mech CLEC.txt | O&P-7-K-1 | BLS (PMAP Web site) |
| July 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %Reject Svc Request Fully Mech CLEC.txt | O&P-7-L-1 | BLS (PMAP Web site) |
| July 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %Reject Svc Request Prtly Mech CLEC.txt | O&P-7-L-1 | BLS (PMAP Web site) |
| July 2000 Report - Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %Reject Svc Request Total Mech CLEC.txt | O&P-7-L-1 | BLS (PMAP Web site) |
| July 2000 Report - Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %Reject Svc Request Non-Mech CLEC.txt | O&P-7-L-1 | BLS (PMAP Web site) |
| August 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %Reject Svc Request Fully Mech CLEC.txt | O&P-7-M-1 | BLS (PMAP Web site) |
| August 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %Reject Svc Request Prtly Mech CLEC.txt | O&P-7-M-1 | BLS (PMAP Web site) |
| August 2000 Report - Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %Reject Svc Request Total Mech CLEC.txt | O&P-7-M-1 | BLS (PMAP Web site) |
| August 2000 Report - Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %Reject Svc Request Non-Mech CLEC.txt | O&P-7-M-1 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| September 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %Reject Svc Request Fully Mech CLEC.txt | O&P-7-N-1 | BLS (PMAP Web site) |
| September 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %Reject Svc Request Prtly Mech CLEC.txt | O&P-7-N-1 | BLS (PMAP Web site) |
| September 2000 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %Reject Svc Request Total Mech CLEC.txt | O&P-7-N-1 | BLS (PMAP Web site) |
| September 2000 Report- Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %Reject Svc Request Non-Mech CLEC.txt | O&P-7-N-1 | BLS (PMAP Web site) |
| October 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %Reject Svc Request Fully Mech CLEC.txt | O&P-7-O-1 | BLS (PMAP Web site) |
| October 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %Reject Svc Request Prtly Mech CLEC.txt | O&P-7-O-1 | BLS (PMAP Web site) |
| October 2000 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %Reject Svc Request Total Mech CLEC.txt | O&P-7-O-1 | BLS (PMAP Web site) |
| October 2000 Report- Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %Reject Svc Request Non-Mech CLEC.txt | O&P-7-O-1 | BLS (PMAP Web site) |
| November 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %Reject Svc Request Fully Mech CLEC.txt | O&P-7-P-1 | BLS (PMAP Web site) |
| November 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %Reject Svc Request Prtly Mech CLEC.txt | O&P-7-P-1 | BLS (PMAP Web site) |
| November 2000 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %Reject Svc Request Total Mech CLEC.txt | O&P-7-P-1 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| November 2000 Report- Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %Reject Svc Request Non-Mech CLEC.txt | O&P-7-P-1 | BLS (PMAP Web site) |
| October 2000 Report - Percent Rejected Service Requests – Fully Mechanized – BLS Proprietary | %Reject Svc Request Fully Mech CLEC.txt | O&P-7-Q-1 | BLS (PMAP Web site) |
| October 2000 Report - Percent Rejected Service Requests – Partially Mechanized – BLS Proprietary | %Reject Svc Request Prtly Mech CLEC.txt | O&P-7-Q-1 | BLS (PMAP Web site) |
| October 2000 Report- Percent Rejected Service Requests – Total Mechanized – BLS Proprietary | %Reject Svc Request Total Mech CLEC.txt | O&P-7-Q-1 | BLS (PMAP Web site) |
| October 2000 Report- Percent Rejected Service Requests – Non-Mechanized – BLS Proprietary | %Reject Svc Request Non-Mech CLEC.txt | O&P-7-Q-1 | BLS (PMAP Web site) |
| November 1999 Report – Reject Interval – Fully Mechanized – BLS Proprietary | RejectIntervalFullyMechCLEC.txt | O&P-7-B-8 | BLS (PMAP Web site) |
| November 1999 Report – Reject Interval – Partially Mechanized – BLS Proprietary | RejectIntervalPrtlyMechCLEC.txt | O&P-7-B-8 | BLS (PMAP Web site) |
| November 1999 Report – Reject Interval – Total Mechanized – BLS Proprietary | RejectIntervalTotalMechCLEC.txt | O&P-7-B-8 | BLS (PMAP Web site) |
| November 1999 Report – Reject Interval – Non-Mechanized – BLS Proprietary | RejectIntervalNonMechCLEC.txt | O&P-7-B-8 | BLS (PMAP Web site) |
| December 1999 Report – Reject Interval – Fully Mechanized – BLS Proprietary | RejectIntervalFullyMechanizedKPMG.txt | O&P-7-A-8 | BLS (PMAP Web site) |
| December 1999 Report – Reject Interval – Partially Mechanized – BLS Proprietary | RejectIntervalPrtlyMechanizedKPMG.txt | O&P-7-A-8 | BLS (PMAP Web site) |
| December 1999 Report – Reject Interval – Total Mechanized – BLS Proprietary | RejectIntervalTotMechanizedKPMG.txt | O&P-7-A-8 | BLS (PMAP Web site) |
| December 1999 Report – Reject Interval – Non-Mechanized – BLS Proprietary | RejectIntervalNonMechanizedKPMG.txt | O&P-7-A-8 | BLS (PMAP Web site) |

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|---|---|---|---|
| January 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-B-29 | BLS (PMAP Web site) |
| January 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-B-29 | BLS (PMAP Web site) |
| January 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-B-29 | BLS (PMAP Web site) |
| January 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-B-29 | BLS (PMAP Web site) |
| February 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-G-8 | BLS (PMAP Web site) |
| February 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-G-8 | BLS (PMAP Web site) |
| February 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-G-8 | BLS (PMAP Web site) |
| February 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-G-8 | BLS (PMAP Web site) |
| March 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-H-8 | BLS (PMAP Web site) |
| March 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-H-8 | BLS (PMAP Web site) |
| March 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-H-8 | BLS (PMAP Web site) |
| March 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-H-8 | BLS (PMAP Web site) |
| April 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-I-8 | BLS (PMAP Web site) |
| April 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-I-8 | BLS (PMAP Web site) |
| April 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-I-8 | BLS (PMAP Web site) |

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| April 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-I-8 | BLS (PMAP Web site) |
| May 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-J-8 | BLS (PMAP Web site) |
| May 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-J-8 | BLS (PMAP Web site) |
| May 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-J-8 | BLS (PMAP Web site) |
| May 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-J-8 | BLS (PMAP Web site) |
| May 2000 Report – Reject Interval – Fully Mechanized Updated Report– BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-J-8 | BLS (PMAP Web site) |
| May 2000 Report – Reject Interval – Partially Mechanized Updated Report – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-J-8 | BLS (PMAP Web site) |
| May 2000 Report – Reject Interval – Total Mechanized Updated Report – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-J-8 | BLS (PMAP Web site) |
| May 2000 Report – Reject Interval – Non-Mechanized Updated Report – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-J-8 | BLS (PMAP Web site) |
| June 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-K-8 | BLS (PMAP Web site) |
| June 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-K-8 | BLS (PMAP Web site) |
| June 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-K-8 | BLS (PMAP Web site) |
| June 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-K-8 | BLS (PMAP Web site) |
| July 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-L-8 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| July 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-L-8 | BLS (PMAP Web site) |
| July 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-L-8 | BLS (PMAP Web site) |
| July 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-L-8 | BLS (PMAP Web site) |
| August 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-M-8 | BLS (PMAP Web site) |
| August 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-M-8 | BLS (PMAP Web site) |
| August 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-M-8 | BLS (PMAP Web site) |
| August 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-M-8 | BLS (PMAP Web site) |
| September 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-N-8 | BLS (PMAP Web site) |
| September 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-N-8 | BLS (PMAP Web site) |
| September 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-N-8 | BLS (PMAP Web site) |
| September 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-N-8 | BLS (PMAP Web site) |
| October 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-O-8 | BLS (PMAP Web site) |
| October 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-O-8 | BLS (PMAP Web site) |
| October 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-O-8 | BLS (PMAP Web site) |
| October 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-O-8 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| November 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-P-8 | BLS (PMAP Web site) |
| November 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-P-8 | BLS (PMAP Web site) |
| November 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-P-8 | BLS (PMAP Web site) |
| November 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-P-8 | BLS (PMAP Web site) |
| December 2000 Report – Reject Interval – Fully Mechanized – BLS Proprietary | Reject Interval Fully Mech CLEC.txt | O&P-7-Q-8 | BLS (PMAP Web site) |
| December 2000 Report – Reject Interval – Partially Mechanized – BLS Proprietary | Reject Interval Partially Mech CLEC.txt | O&P-7-Q-8 | BLS (PMAP Web site) |
| December 2000 Report – Reject Interval – Total Mechanized – BLS Proprietary | Reject Interval Total Mech CLEC.txt | O&P-7-Q-8 | BLS (PMAP Web site) |
| December 2000 Report – Reject Interval – Non-Mechanized – BLS Proprietary | Reject Interval Non-Mech CLEC.txt | O&P-7-Q-8 | BLS (PMAP Web site) |
| November 1999 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOCFullyMechanizedCLEC.txt | O&P-7-B-15 | BLS (PMAP Web site) |
| November 1999 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOCPrtlyMechanizedCLEC.txt | O&P-7-B-15 | BLS (PMAP Web site) |
| November 1999 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOCTotalMechanizedCLEC.txt | O&P-7-B-15 | BLS (PMAP Web site) |
| November 1999 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOCNonMechanizedCLEC.txt | O&P-7-B-15 | BLS (PMAP Web site) |
| December 1999 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOCFullyMechanizedKPMG.txt | O&P-7-A-1 | BLS (PMAP Web site) |
| December 1999 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOCPrtlyMechanizedKPMG.txt | O&P-7-A-1 | BLS (PMAP Web site) |
| December 1999 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOCTotMechanizedKPMG.txt | O&P-7-A-1 | BLS (PMAP Web site) |

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|---|---|---|---|
| December 1999 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOCNonMechanizedKPMG.txt | O&P-7-A-1 | BLS (PMAP Web site) |
| January 2000 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-B-36 | BLS (PMAP Web site) |
| January 2000 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOC Timeliness Partially Mech CLEC.txt | O&P-7-B-36 | BLS (PMAP Web site) |
| January 2000 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOC Timeliness Total Mech CLEC.txt | O&P-7-B-36 | BLS (PMAP Web site) |
| January 2000 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-B-36 | BLS (PMAP Web site) |
| February 2000 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-G-15 | BLS (PMAP Web site) |
| February 2000 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOC Timeliness Partially Mech CLEC.txt | O&P-7-G-15 | BLS (PMAP Web site) |
| February 2000 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOC Timeliness Total Mech CLEC.txt | O&P-7-G-15 | BLS (PMAP Web site) |
| February 2000 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-G-15 | BLS (PMAP Web site) |
| March 2000 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-H-15 | BLS (PMAP Web site) |
| March 2000 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOC Timeliness Partially Mech CLEC.txt | O&P-7-H-15 | BLS (PMAP Web site) |
| March 2000 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOC Timeliness Total Mech CLEC.txt | O&P-7-H-15 | BLS (PMAP Web site) |
| March 2000 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-H-15 | BLS (PMAP Web site) |
| April 2000 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-I-15 | BLS (PMAP Web site) |
| April 2000 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOC Timeliness Partially Mech CLEC.txt | O&P-7-I-15 | BLS (PMAP Web site) |

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|---|---|---|---|
| April 2000 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOC Timeliness Total Mech CLEC.txt | O&P-7-I-15 | BLS (PMAP Web site) |
| April 2000 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-I-15 | BLS (PMAP Web site) |
| May 2000 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-J-15 | BLS (PMAP Web site) |
| May 2000 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOC Timeliness Partially Mech CLEC.txt | O&P-7-J-15 | BLS (PMAP Web site) |
| May 2000 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOC Timeliness Total Mech CLEC.txt | O&P-7-J-15 | BLS (PMAP Web site) |
| May 2000 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-J-15 | BLS (PMAP Web site) |
| May 2000 Report – FOC Timeliness – Fully Mechanized Updated Report– BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-J-15 | BLS (PMAP Web site) |
| May 2000 Report – FOC Timeliness – Partially Mechanized Updated Report – BLS Proprietary | FOC Timeliness Partially Mech CLEC.txt | O&P-7-J-15 | BLS (PMAP Web site) |
| May 2000 Report – FOC Timeliness – Total Mechanized Updated Report – BLS Proprietary | FOC Timeliness Total Mech CLEC.txt | O&P-7-J-15 | BLS (PMAP Web site) |
| May 2000 Report – FOC Timeliness – Non-Mechanized Updated Report – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-J-15 | BLS (PMAP Web site) |
| May 2000 Report – FOC Timeliness –Revised Updated Reports – BLS Proprietary | CKSfocMay.xls | O&P-7-J-15 | BLS – Interconnection Operations – CLEC Performance Measurements |
| June 2000 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-K-15 | BLS (PMAP Web site) |
| June 2000 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOC Timeliness Partially Mech CLEC.txt | O&P-7-K-15 | BLS (PMAP Web site) |

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|---|---|---|---|
| June 2000 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOC Timeliness Total Mech CLEC.txt | O&P-7-K-15 | BLS (PMAP Web site) |
| June 2000 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-K-15 | BLS (PMAP Web site) |
| June 2000 Report – FOC Timeliness – Revised Reports– BLS Proprietary | GAEX 110.2-FOC TEST CLEC JUNE.xls | O&P-7-K-15 | BLS – Interconnection Operations – CLEC Performance Measurements |
| July 2000 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-L-15 | BLS (PMAP Web site) |
| July 2000 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOC Timeliness Partially Mech CLEC.txt | O&P-7-L-15 | BLS (PMAP Web site) |
| July 2000 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOC Timeliness Total Mech CLEC.txt | O&P-7-L-15 | BLS (PMAP Web site) |
| July 2000 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-L-15 | BLS (PMAP Web site) |
| August 2000 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-M-15 | BLS (PMAP Web site) |
| August 2000 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOC Timeliness Partially Mech CLEC.txt | O&P-7-M-15 | BLS (PMAP Web site) |
| August 2000 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOC Timeliness Total Mech CLEC.txt | O&P-7-M-15 | BLS (PMAP Web site) |
| August 2000 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-M-15 | BLS (PMAP Web site) |
| September 2000 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-N-15 | BLS (PMAP Web site) |
| September 2000 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOC Timeliness Partially Mech CLEC.txt | O&P-7-N-15 | BLS (PMAP Web site) |
| September 2000 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOC Timeliness Total Mech CLEC.txt | O&P-7-N-15 | BLS (PMAP Web site) |

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|---|---|---|---|
| September 2000 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-N-15 | BLS (PMAP Web site) |
| October 2000 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-O-15 | BLS (PMAP Web site) |
| October 2000 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOC Timeliness Partially Mech CLEC.txt | O&P-7-O-15 | BLS (PMAP Web site) |
| October 2000 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOC Timeliness Total Mech CLEC.txt | O&P-7-O-15 | BLS (PMAP Web site) |
| October 2000 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-O-15 | BLS (PMAP Web site) |
| November 2000 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-P-15 | BLS (PMAP Web site) |
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| November 2000 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-P-15 | BLS (PMAP Web site) |
| December 2000 Report – FOC Timeliness – Fully Mechanized – BLS Proprietary | FOC Timeliness Fully Mech CLEC.txt | O&P-7-Q-15 | BLS (PMAP Web site) |
| December 2000 Report – FOC Timeliness – Partially Mechanized – BLS Proprietary | FOC Timeliness Partially Mech CLEC.txt | O&P-7-Q-15 | BLS (PMAP Web site) |
| December 2000 Report – FOC Timeliness – Total Mechanized – BLS Proprietary | FOC Timeliness Total Mech CLEC.txt | O&P-7-Q-15 | BLS (PMAP Web site) |
| December 2000 Report – FOC Timeliness – Non-Mechanized – BLS Proprietary | FOC Timeliness Non-Mech CLEC.txt | O&P-7-Q-15 | BLS (PMAP Web site) |
| December 1999 Report – Speed of Answer in the Ordering Center – BLS and CLEC Proprietary | Speed of Answer in Ordering Center SQM.txt | O&P-7-A-22 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| November 1999 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-C-1 | BLS (PMAP Web site) |
| December 1999 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-D-1 | BLS (PMAP Web site) |
| January 2000 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-E-1 | BLS (PMAP Web site) |
| February 2000 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-G-22 | BLS (PMAP Web site) |
| March 2000 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-H-22 | BLS (PMAP Web site) |
| March 2000 Report – Held Order Interval Re-test Report– BLS Proprietary | CKS Held Order March- April 2000.xls | O&P-7-H-22 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-I-22 | BLS (PMAP Web site) |
| May 2000 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-J-22 | BLS (PMAP Web site) |
| June 2000 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-K-22 | BLS (PMAP Web site) |
| July 2000 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-L-22 | BLS (PMAP Web site) |
| August 2000 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-M-22 | BLS (PMAP Web site) |
| September 2000 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-N-22 | BLS (PMAP Web site) |
| October 2000 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-O-22 | BLS (PMAP Web site) |
| November 2000 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-P-22 | BLS (PMAP Web site) |
| December 2000 Report – Held Order Interval – BLS Proprietary | Held Order Intvl & Mean CLEC.txt | O&P-7-Q-22 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| November 1999 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-C-36 | BLS (PMAP Web site) |
| December 1999 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-D-36 | BLS (PMAP Web site) |
| January 2000 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-E-36 | BLS (PMAP Web site) |
| February 2000 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-G-29 | BLS (PMAP Web site) |
| March 2000 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-H-29 | BLS (PMAP Web site) |
| March 2000 Report – Jeopardy Interval Re-test Report– BLS Proprietary | CKS March CLEC reports GA - Provisioning.xls | O&P-7-H-29 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-I-29 | BLS (PMAP Web site) |
| May 2000 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-J-29 | BLS (PMAP Web site) |
| June 2000 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-K-29 | BLS (PMAP Web site) |
| July 2000 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-L-29 | BLS (PMAP Web site) |
| August 2000 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-M-29 | BLS (PMAP Web site) |
| September 2000 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-N-29 | BLS (PMAP Web site) |
| October 2000 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-O-29 | BLS (PMAP Web site) |
| November 2000 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-P-29 | BLS (PMAP Web site) |
| December 2000 Report – Jeopardy Interval – BLS Proprietary | Jeopardy Interval & % Jeopardy CLEC.txt | O&P-7-Q-29 | BLS (PMAP Web site) |
| November 1999 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.xls | O&P-7-C-15 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| December 1999 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-D-15 | BLS (PMAP Web site) |
| January 2000 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-E-15 | BLS (PMAP Web site) |
| February 2000 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-G-36 | BLS (PMAP Web site) |
| March 2000 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-H-36 | BLS (PMAP Web site) |
| March 2000 Report – Percent Missed Installation Appointments Re-test Report – BLS Proprietary | CKS March CLEC reports GA - Provisioning.xls | O&P-7-H-36 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-I-36 | BLS (PMAP Web site) |
| May 2000 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-J-36 | BLS (PMAP Web site) |
| June 2000 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-K-36 | BLS (PMAP Web site) |
| July 2000 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-L-36 | BLS (PMAP Web site) |
| August 2000 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-M-36 | BLS (PMAP Web site) |
| September 2000 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-N-36 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| October 2000 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-O-36 | BLS (PMAP Web site) |
| November 2000 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-P-36 | BLS (PMAP Web site) |
| December 2000 Report – Percent Missed Installation Appointments – BLS Proprietary | % Missed Installation Appmts CLEC.txt | O&P-7-Q-36 | BLS (PMAP Web site) |
| November 1999 Report – Order Completion Interval (OCI) – Plain Old Telephone Service (POTS) Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-C-22 | BLS (PMAP Web site) |
| November 1999 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-C-22 | BLS (PMAP Web site) |
| November 1999 Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-C-22 | BLS (PMAP Web site) |
| November 1999 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-C-22 | BLS (PMAP Web site) |
| November 1999 Report – Order Completion Interval – Non-UNE Design Dispatch – BLS Proprietary | OCI Non-UNE Design Dispatch CLEC.txt | O&P-7-C-22 | BLS (PMAP Web site) |
| November 1999 Report – Order Completion Interval Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design Non-Dspch CLEC.txt | O&P-7-C-22 | BLS (PMAP Web site) |
| December 1999 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-D-22 | BLS (PMAP Web site) |
| December 1999 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-D-22 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| December 1999 Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-D-22 | BLS (PMAP Web site) |
| December 1999 Report – Order Completion Interval UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-D-22 | BLS (PMAP Web site) |
| December 1999 Report – Order Completion Interval Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design Dispatch CLEC.txt | O&P-7-D-22 | BLS (PMAP Web site) |
| December 1999 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design Non-Dspch CLEC.txt | O&P-7-D-22 | BLS (PMAP Web site) |
| January 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-E-22 | BLS (PMAP Web site) |
| January 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-E-22 | BLS (PMAP Web site) |
| January 2000Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-E-22 | BLS (PMAP Web site) |
| January 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-E-22 | BLS (PMAP Web site) |
| January 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design Dispatch CLEC.txt | O&P-7-E-22 | BLS (PMAP Web site) |
| January 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design Non-Dispatch CLEC.txt | O&P-7-E-22 | BLS (PMAP Web site) |
| February 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-G-43 | BLS (PMAP Web site) |
| February 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-G-43 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| February 2000Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-G-43 | BLS (PMAP Web site) |
| February 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-G-43 | BLS (PMAP Web site) |
| February 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design - Dispatch CLEC.txt | O&P-7-G-43 | BLS (PMAP Web site) |
| February 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design - Non-Dspch CLEC.txt | O&P-7-G-43 | BLS (PMAP Web site) |
| March 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-H-43 | BLS (PMAP Web site) |
| March 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-H-43 | BLS (PMAP Web site) |
| March 2000Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-H-43 | BLS (PMAP Web site) |
| March 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-H-43 | BLS (PMAP Web site) |
| March 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design - Dispatch CLEC.txt | O&P-7-H-43 | BLS (PMAP Web site) |
| March 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design - Non-Dspch CLEC.txt | O&P-7-H-43 | BLS (PMAP Web site) |
| March 2000 Report – Order Completion Interval Re-test Report– BLS Proprietary | CKS March CLEC reports GA - Provisioning.xls | O&P-7-H-43 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-I-43 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| April 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-I-43 | BLS (PMAP Web site) |
| April 2000Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-I-43 | BLS (PMAP Web site) |
| April 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-I-43 | BLS (PMAP Web site) |
| April 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design - Dispatch CLEC.txt | O&P-7-I-43 | BLS (PMAP Web site) |
| April 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design - Non-Dspch CLEC.txt | O&P-7-I-43 | BLS (PMAP Web site) |
| May 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-J-43 | BLS (PMAP Web site) |
| May 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-J-43 | BLS (PMAP Web site) |
| May 2000 Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-J-43 | BLS (PMAP Web site) |
| May 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-J-43 | BLS (PMAP Web site) |
| May 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design - Dispatch CLEC.txt | O&P-7-J-43 | BLS (PMAP Web site) |
| May 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design - Non-Dspch CLEC.txt | O&P-7-J-43 | BLS (PMAP Web site) |
| June 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-K-43 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| June 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-K-43 | BLS (PMAP Web site) |
| June 2000 Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-K-43 | BLS (PMAP Web site) |
| June 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-K-43 | BLS (PMAP Web site) |
| June 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design - Dispatch CLEC.txt | O&P-7-K-43 | BLS (PMAP Web site) |
| June 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design - Non-Dspch CLEC.txt | O&P-7-K-43 | BLS (PMAP Web site) |
| July 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-L-43 | BLS (PMAP Web site) |
| July 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-L-43 | BLS (PMAP Web site) |
| July 2000 Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-L-43 | BLS (PMAP Web site) |
| July 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-L-43 | BLS (PMAP Web site) |
| July 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design - Dispatch CLEC.txt | O&P-7-L-43 | BLS (PMAP Web site) |
| July 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design - Non-Dspch CLEC.txt | O&P-7-L-43 | BLS (PMAP Web site) |
| August 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-M-43 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| August 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-M-43 | BLS (PMAP Web site) |
| August 2000 Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-M-43 | BLS (PMAP Web site) |
| August 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-M-43 | BLS (PMAP Web site) |
| August 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design - Dispatch CLEC.txt | O&P-7-M-43 | BLS (PMAP Web site) |
| August 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design - Non-Dspch CLEC.txt | O&P-7-M-43 | BLS (PMAP Web site) |
| September 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-N-43 | BLS (PMAP Web site) |
| September 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-N-43 | BLS (PMAP Web site) |
| September 2000 Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-N-43 | BLS (PMAP Web site) |
| September 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-N-43 | BLS (PMAP Web site) |
| September 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design - Dispatch CLEC.txt | O&P-7-N-43 | BLS (PMAP Web site) |
| September 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design - Non-Dspch CLEC.txt | O&P-7-N-43 | BLS (PMAP Web site) |
| October 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-O-43 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| October 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-O-43 | BLS (PMAP Web site) |
| October 2000 Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-O-43 | BLS (PMAP Web site) |
| October 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-O-43 | BLS (PMAP Web site) |
| October 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design - Dispatch CLEC.txt | O&P-7-O-43 | BLS (PMAP Web site) |
| October 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design - Non-Dspch CLEC.txt | O&P-7-O-43 | BLS (PMAP Web site) |
| November 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-P-43 | BLS (PMAP Web site) |
| November 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-P-43 | BLS (PMAP Web site) |
| November 2000 Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-P-43 | BLS (PMAP Web site) |
| November 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-P-43 | BLS (PMAP Web site) |
| November 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design - Dispatch CLEC.txt | O&P-7-P-43 | BLS (PMAP Web site) |
| November 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design - Non-Dspch CLEC.txt | O&P-7-P-43 | BLS (PMAP Web site) |
| December 2000 Report – Order Completion Interval – POTS Dispatch – BLS Proprietary | OCI POTS Dispatch CLEC.txt | O&P-7-Q-43 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| December 2000 Report – Order Completion Interval – POTS Non-Dispatch – BLS Proprietary | OCI POTS Non-Dispatch CLEC.txt | O&P-7-Q-43 | BLS (PMAP Web site) |
| December 2000 Report – Order Completion Interval – UNE Dispatch – BLS Proprietary | OCI UNE Dispatch CLEC.txt | O&P-7-Q-43 | BLS (PMAP Web site) |
| December 2000 Report – Order Completion Interval – UNE Non-Dispatch – BLS Proprietary | OCI UNE Non-Dispatch CLEC.txt | O&P-7-Q-43 | BLS (PMAP Web site) |
| December 2000 Report – Order Completion Interval – Non-UNE Design – Dispatch – BLS Proprietary | OCI Non-UNE Design - Dispatch CLEC.txt | O&P-7-Q-43 | BLS (PMAP Web site) |
| December 2000 Report – Order Completion Interval – Non-UNE Design – Non-Dispatch – BLS Proprietary | OCI Non-UNE Design - Non-Dspch CLEC.txt | O&P-7-Q-43 | BLS (PMAP Web site) |
| November 1999 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Interval CLEC.txt | O&P-7-C-43 | BLS (PMAP Web site) |
| December 1999 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Interval CLEC.txt | O&P-7-D-43 | BLS (PMAP Web site) |
| January 2000 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Interval CLEC.txt | O&P-7-E-43 | BLS (PMAP Web site) |
| February 2000 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Intvl CLEC.txt | O&P-7-G-50 | BLS (PMAP Web site) |
| March 2000 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Intvl CLEC.txt | O&P-7-H-50 | BLS (PMAP Web site) |
| March 2000 Report – Average Completion Notice Interval Retest Report– BLS Proprietary | CKS March CLEC reports GA - Provisioning.xls | O&P-7-H-50 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Intvl CLEC.txt | O&P-7-I-50 | BLS (PMAP Web site) |
| May 2000 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Intvl CLEC.txt | O&P-7-J-50 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| June 2000 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Intvl CLEC.txt | O&P-7-K-50 | BLS (PMAP Web site) |
| June 2000 Report – Average Completion Notice Interval Retest Report– BLS Proprietary | GAEX 110.1-ACNI TEST CLEC JUNE.xls | O&P-7-K-50 | BLS (PMAP Web site) |
| July 2000 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Intvl CLEC.txt | O&P-7-L-50 | BLS (PMAP Web site) |
| August 2000 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Intvl CLEC.txt | O&P-7-M-50 | BLS (PMAP Web site) |
| September 2000 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Intvl CLEC.txt | O&P-7-N-50 | BLS (PMAP Web site) |
| October 2000 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Intvl CLEC.txt | O&P-7-O-50 | BLS (PMAP Web site) |
| November 2000 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Intvl CLEC.txt | O&P-7-P-50 | BLS (PMAP Web site) |
| December 2000 Report – Average Completion Notice Interval – BLS Proprietary | Avg Completion Notice Intvl CLEC.txt | O&P-7-Q-50 | BLS (PMAP Web site) |
| February 2000 Report - Coordinated Customer Conversions – BLS Proprietary | ZXC_Coordinated_Customer_Conversions.txt | O&P-7-G-57 | BLS (PMAP Web site) |
| March 2000 Report - Coordinated Customer Conversions – BLS Proprietary | ZXC_Coordinated_Customer_Conversions.txt | O&P-7-H-57 | BLS (PMAP Web site) |
| April 2000 Report - Coordinated Customer Conversions – BLS Proprietary | ZXC_Coordinated_Customer_Conversions.txt | O&P-7-I-57 | BLS (PMAP Web site) |
| May 2000 Report - Coordinated Customer Conversions – BLS Proprietary | ZXC_Coordinated_Customer_Conversions.txt | O&P-7-J-57 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| September 2000 Report - Coordinated Customer Conversions – BLS Proprietary | CCC CLEC.txt | O&P-7-N-71 | BLS (PMAP Web site) |
| October 2000 Report - Coordinated Customer Conversions – BLS Proprietary | CCC CLEC.txt | O&P-7-O-71 | BLS (PMAP Web site) |
| November 2000 Report - Coordinated Customer Conversions – BLS Proprietary | CCC CLEC.txt | O&P-7-P-71 | BLS (PMAP Web site) |
| December 2000 Report - Coordinated Customer Conversions – BLS Proprietary | CCC CLEC.txt | O&P-7-Q-71 | BLS (PMAP Web site) |
| October 2000 Report - Coordinated Customer Conversions- Hot Cuts Timeliness – BLS Proprietary | CCC - Hot Cuts Timeliness CLEC.txt | O&P-7-O-78 | BLS (PMAP Web site) |
| November 2000 Report - Coordinated Customer Conversions- Hot Cuts Timeliness – BLS Proprietary | CCC - Hot Cuts Timeliness CLEC.txt | O&P-7-P-78 | BLS (PMAP Web site) |
| December 2000 Report - Coordinated Customer Conversions- Hot Cuts Timeliness – BLS Proprietary | CCC - Hot Cuts Timeliness CLEC.txt | O&P-7-Q-78 | BLS (PMAP Web site) |
| December 1999 Report - Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | % Prov. Trouble within 30 Days CLEC.txt | O&P-7-D-8 | BLS (PMAP Web site) |
| December 1999 Report - Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | % Prov. Trouble within 30 Days POTS CLEC.txt | O&P-7-D-8 | BLS (PMAP Web site) |
| March 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity Re-test Report– BLS Proprietary | CKS March CLEC reports GA - Provisioning.xls | O&P-7-H-64 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | % Prov. Trouble wi 30 Days CLEC.txt | O&P-7-I-64 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| May 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | % Prov. Trouble wi 30 Days CLEC.txt | O&P-7-J-64 | BLS (PMAP Web site) |
| June 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | % Prov. Trouble w-i 30 Days CLEC.txt | O&P-7-K-57 | BLS (PMAP Web site) |
| July 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | % Prov. Trouble w-i 30 Days CLEC.txt | O&P-7-L-57 | BLS (PMAP Web site) |
| August 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | % Prov. Trouble w-i 30 Days CLEC.txt | O&P-7-M-57 | BLS (PMAP Web site) |
| September 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | % Prov. Trouble w-i 30 Days CLEC.txt | O&P-7-N-57 | BLS (PMAP Web site) |
| October 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | % Prov. Trouble w-i 30 Days CLEC.txt | O&P-7-O-57 | BLS (PMAP Web site) |
| November 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | % Prov. Trouble w-i 30 Days CLEC.txt | O&P-7-P-57 | BLS (PMAP Web site) |
| December 2000 Report - Percent Provisioning Troubles within 30 days of Service Order Activity – BLS Proprietary | % Prov. Trouble w-i 30 Days CLEC.txt | O&P-7-Q-57 | BLS (PMAP Web site) |
| November 1999 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-C-29 | BLS (PMAP Web site) |
| November 1999 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-C-29 | BLS (PMAP Web site) |
| November 1999 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-C-29 | BLS (PMAP Web site) |

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| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| December 1999 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-D-29 | BLS (PMAP Web site) |
| December 1999 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-D-29 | BLS (PMAP Web site) |
| December 1999 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-C-29 | BLS (PMAP Web site) |
| January 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-E-29 | BLS (PMAP Web site) |
| January 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-E-29 | BLS (PMAP Web site) |
| January 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-E-29 | BLS (PMAP Web site) |
| February 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-G-64 | BLS (PMAP Web site) |
| February 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-G-64 | BLS (PMAP Web site) |
| February 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-G-64 | BLS (PMAP Web site) |
| March 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-H-71 | BLS (PMAP Web site) |
| March 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-H-71 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| March 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-H-71 | BLS (PMAP Web site) |
| March 2000 Report – Total Service Order Cycle Time Re-test Report– BLS Proprietary | CKS March CLEC reports GA - Provisioning.xls | O&P-7-H-71 | BLS – Interconnection Operations – CLEC Performance Measurements |
| April 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-I-71 | BLS (PMAP Web site) |
| April 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-I-71 | BLS (PMAP Web site) |
| April 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-I-71 | BLS (PMAP Web site) |
| May 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-J-71 | BLS (PMAP Web site) |
| May 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-J-71 | BLS (PMAP Web site) |
| May 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-J-71 | BLS (PMAP Web site) |
| June 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-K-64 | BLS (PMAP Web site) |
| June 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-K-64 | BLS (PMAP Web site) |
| June 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-K-64 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| July 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-L-64 | BLS (PMAP Web site) |
| July 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-L-64 | BLS (PMAP Web site) |
| July 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-L-64 | BLS (PMAP Web site) |
| August 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-M-64 | BLS (PMAP Web site) |
| August 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-M-64 | BLS (PMAP Web site) |
| August 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-M-64 | BLS (PMAP Web site) |
| September 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-N-64 | BLS (PMAP Web site) |
| September 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-N-64 | BLS (PMAP Web site) |
| September 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-N-64 | BLS (PMAP Web site) |
| October 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-O-64 | BLS (PMAP Web site) |
| October 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-O-64 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| October 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-O-64 | BLS (PMAP Web site) |
| November 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-P-64 | BLS (PMAP Web site) |
| November 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-P-64 | BLS (PMAP Web site) |
| November 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-P-64 | BLS (PMAP Web site) |
| December 2000 Report – Total Service Order Cycle Time – Fully Mechanized – BLS Proprietary | TSOCT Fully Mech CLEC.txt | O&P-7-Q-64 | BLS (PMAP Web site) |
| December 2000 Report – Total Service Order Cycle Time – Partially Mechanized – BLS Proprietary | TSOCT Partially Mech CLEC.txt | O&P-7-Q-64 | BLS (PMAP Web site) |
| December 2000 Report – Total Service Order Cycle Time – Non-Mechanized – BLS Proprietary | TSOCT Non-Mech CLEC.txt | O&P-7-Q-64 | BLS (PMAP Web site) |
| October 1999 Report – Service Order Accuracy – BLS Proprietary | SOAOCT.xls | O&P-7-C-50 | BLS – Interconnection Operations – CLEC Performance Measurements |
| May 2000 Report – Service Order Accuracy – BLS Proprietary | Service Order Accuracy SQM.txt | O&P-7-C-50 | BLS – Interconnection Operations – CLEC Performance Measurements |
| PMAP Raw Data User Manual – Version 2.0 – December 15, 1999 – BLS Proprietary | Raw Data Documentation v2_0 - December 15.doc | PMR-A-2 | BLS (PMAP Web site) |
| PMAP Raw Data User Manual – Version 2.0 – February 15, 2000 – BLS Proprietary | Raw Data Documentation v2.0.4 - Feb 15 2000.doc | PMR-A-3 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| *PMAP Raw Data User Manual* – Version 2.04 – April 15, 2000 – BLS Proprietary | Raw Data Documentation v2.0.4 - April 15 2000.doc | PMR-A-4 | BLS (PMAP Web site) |
| PMAP Raw Data User Manual – Version 2.0.4 – May 15, 2000 – BLS Proprietary | Raw Data Documentation 05152000.doc | PMR-A-5 | BLS (PMAP Web site) |
| PMAP Raw Data User Manual – Version 2.0.7 – July 26, 2000 – BLS Proprietary | Raw Data Documentation v2.0.7 - July 26 2000.doc | PMR-A-6 | BLS (PMAP Web site) |
| *PMAP Raw Data User Manual* – Version 2.0.8 – August 31, 2000 – BLS Proprietary | Raw Data Documentation v2.0.8 - Aug 31 2000.doc | PMR-A-7 | BLS (PMAP Web site) |
| *PMAP Raw Data User Manual* – Version 2.0.10 – October 11, 2000 – BLS Proprietary | Raw_Data_Documentation_v2.0.10 - Oct11 2000.doc | PMR-A-8 | BLS (PMAP Web site) |
| *PMAP Raw Data User Manual* – Version 2.0.12 – December 15, 2000 – BLS Proprietary | RDUM v2.0.12 - Dec15 2000 posted.doc | PMR-A-10 | BLS (PMAP Web site) |
| Speed of Answer in the Ordering Center - Instructions – CLEC Proprietary | ASA.doc | O&P-7-A-23 | BLS – Interconnection Operations – CLEC Performance Measurements |
| 10/22/99 Georgia SQM documentation – BLS Proprietary | No Electronic Copy | PMR-A-9 | BLS (PMAP Web site) |
| May 2000 Georgia SQM documentation – BLS Proprietary | No Electronic Copy | PMR-A-11 | BLS (PMAP Web site) |
| KCI – Ordering & Provisioning - Evaluation Criteria and Results Table – BLS Proprietary | Table V-7.3.doc | O&P-7-E-57 | KCI |
| KCI – Ordering & Provisioning - Evaluation Criteria and Results Table – Workpaper References – BLS Proprietary | Table V-7.3wp.doc | O&P-7-E-58 | KCI |
| KCI Test Data – BLS Proprietary | ODS Data for Metrics.xls | O&P-7-F-1 | KCI |

### 2.4.1 Data Generation/Volumes

The data for this test are the Ordering and Provisioning SQM values reported by BellSouth for the KCI test CLEC, or, if applicable, the CLEC aggregate.

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*2.5    Evaluation Methods*

The Evaluation Methods for Ordering and Provisioning Performance Measures Evaluation are described in Section III-F, "Performance Measures Evaluation Overview."

*2.6    Analysis Methods*

The 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 Ordering and Provisioning Performance Measures Evaluation.

## 3.0    Results Summary

This section identifies the evaluation criteria and test results.

*3.1    Results & Analysis*

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

### *Table V-7.3: O&P-7 Evaluation Criteria and Results*

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| *Percent Rejected Service Requests* | | | |
| O&P-7-1-1 | 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. |
| O&P-7-1-2 | 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, BLS subject matter experts instructed KCI to map the "Combos – Loop and Port (Ordering)" product to the SQM report category "UNE." Following these instructions, KCI was unable to match the BLS-reported values.  BLS then directed KCI to map it to "Other" instead.  Following these instructions, all |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | calculated values matched reported values exactly. |
| | | | See Exceptions 45 and 46 for additional information on this issue. Exceptions 45 and 46 are closed. |
| O&P-7-1-3 | Test data collected by KCI agree with BLS raw data. | Not Complete | The time-stamp data provided by Hewlett Packard (HP) to KCI for "Local service request sent/received" and "reject/clarification requested" did not match BLS raw data for March, April, and May 2000. |
| | | | BLS explained that the TAG discrepancies in many instances were due to the HP listener being down. BLS did not have logs for some of the PONs in March and April, therefore BLS could not address some of the TAG discrepancies. BLS explained that the EDI discrepancies arose because of the wait time between the creation of a record by LEO and its translation into an EDI transaction. Further, BLS explained that this problem in EDI was resolved in June 2000. |
| | | | KCI also compared the HP-provided time stamp data for "Local Service Request sent/received" and "reject/clarification requested" with the corresponding BLS raw data for the months of August through November 2000. KCI found that there were some discrepancies in the LSR sent/received time stamp for both the TAG & EDI interfaces in these months. |
| | | | See Exception 136 and Draft Exception 178 for additional information on this issue. |
| | | | Additionally, KCI could not complete its review of the June and July 2000 data, because BLS included data that did not belong to KCI, in the BLS-provided KCI raw data file. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | These additional data represented volume testing in preparation for the KCI test. Because of the nature of the issue, KCI and BLS do not anticipate this problem reoccuring. |
| | | | KCI also found that certain mechanized PONs and VERs were incorrectly classified as "non-mechanized" in the BLS-reported raw data files for August and September 2000. |
| | | | BLS explained that the identified records were incorrectly classified as "non-mechanized" orders. These records had been submitted electronically, but fell out for manual handling. Therefore, they should have been classified as "partially mechanized." BLS explained that it had taken steps to ensure that "partially mechanized" orders are not incorrectly classified as "non-mechanized" orders.[2] KCI retested these data for October and November 2000, and found no such discrepancies. |
| | | | See Exception 120 for additional information on this issue. Exception 120 is closed. |
| *Reject Interval* | | | |
| O&P-7-2-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS provides report values for every level of disaggregation, as required by the Georgia SQM documentation. |
| | | | Initially, KCI determined that BLS did not provide report values for the following levels of disaggregation, as required in the 10/22/99 Georgia SQM documentation: Design, UNE Non-Design, and UNE Loop without NP. BLS informed KCI that the 10/22/99 SQM documentation was not specific to Georgia – that is, it is a |

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[2] BellSouth classified records where the first character of the 'image' field is 0, 1, 2, 3, 4, 5, 6, 7, 8, or 9 as non-mechanized. Any records that do not have a fax image number in the 'image' field are counted as mechanized or partially mechanized, differentiated by the "claimed by" field.

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| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | 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. |
| | | | 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. See Exception 74 for additional information on this issue.  Exception 74 is closed. |
| O&P-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 O&P-7-2-1 comments above). Additionally, BLS revised the methodology for calculating this SQM, and requested that KCI review reports beginning with June 2000. The editions of the Raw Data User Manual from July onward document this new methodology.  KCI reviewed the June report and subsequent reports to evaluate reporting accuracy under this new methodology.  The KCI-calculated values agree with the BLS values reported beginning with those reported in June. |
| | | | See Exceptions 45, 46, and 74 for additional information on these issues.  Exceptions 45, 46 and 74 are closed. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| O&P-7-2-3 | Test data collected by KCI agree with BLS raw data. | Not Complete | The time-stamp data provided by Hewlett Packard (HP) to KCI for "Local service request sent/received" and "reject/clarification requested" did not match BLS raw data for March, April, and May 2000.<br><br>BLS explained that the TAG discrepancies in many instances were due to the HP listener being down. BLS did not have logs for some of the PONs in March and April, therefore BLS could not address some of the TAG discrepancies. BLS explained that the EDI discrepancies arose because of the wait time between the creation of a record by LEO and its translation into an EDI transaction. Further, BLS explained that this problem in EDI was resolved in June 2000.<br><br>KCI also compared the HP-provided time stamp data for "Local Service Request sent/received" and "reject/clarification requested" with the corresponding BLS raw data for the months of August through November 2000. KCI found that there were some discrepancies in the LSR sent/received time stamp both the TAG& EDI interfaces in these months.<br><br>See Exception 136 and Draft Exception 178 for additional information on this issue.<br><br>Additionally, KCI could not complete its review of the June and July 2000 data, because BLS included data that did not belong to KCI, in the BLS-provided KCI raw data file. These additional data represented volume testing in preparation for the KCI test. Because of the nature of the issue, KCI and BLS do not anticipate this problem reoccuring. |

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| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | KCI also found that certain mechanized PONs and VERs were incorrectly classified as "non-mechanized" in the BLS-reported raw data files for August and September 2000. BLS explained that the identified records were incorrectly classified as "non-mechanized" orders. These records had been submitted electronically, but fell out for manual handling. Therefore, they should have been classified as "partially mechanized." As noted above, BLS explained that it had taken steps to make sure that "partially mechanized" orders are not incorrectly classified as "non-mechanized" orders.[3] KCI retested for October and November 2000 and found that no such discrepancies existed. |
| | | | See Exception 120 for additional information on this issue. Exception 120 is closed. |
| *Firm Order Confirmation Timeliness* | | | |
| O&P-7-3-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS provides report values for every level of disaggregation, as required by the Georgia SQM documentation. |
| | | | Initially, KCI determined that BLS did not provide report values for the following levels of disaggregation, as required in the 10/22/99 Georgia SQM documentation: Design, UNE Non-Design, and UNE Loop without NP (see comments for O&P-7-2-1 above). 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. |

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[3] BellSouth classified records where the first character of the 'image' field is 0, 1, 2, 3, 4, 5, 6, 7, 8, or 9 as non-mechanized. Any records that do not have a fax image number in the 'image' field are counted as mechanized or partially mechanized, differentiated by the "claimed by" field.

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*March 20, 2001*                                                                                   *V-G-61*

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| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | 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. See Exception 74 for additional information on this issue. Exception 74 is closed. |
| O&P-7-3-2 | 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 O&P-7-3-1 comments above).

Also, KCI was unable to match the KCI-calculated SQM values and the BLS-reported values for a number of months. BLS then informed KCI that the reports for the months prior to May 2000 had been prepared using an improper calculation methodology.

BLS revised its calculation methodology beginning with the May 2000 report. KCI reviewed the May report and subsequent reports, and matched the KCI-calculated values and the BLS values in these reports.

See Exceptions 23, 46, 62, 74, 90, and 110 for additional information on these issues. Exceptions 23, 46, 62, 74, 90, and 110 are closed. |
| O&P-7-3-3 | Test data collected by KCI agree with BLS raw data. | Not Complete | Initially, the time-stamped data did not match the corresponding BLS raw data for March, April, and May 2000.

BLS explained that the TAG discrepancies in many instances |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | were due to the HP listener's being down.  BLS did not have logs for some of the PONs in March and April, therefore BLS could not address some of the TAG discrepancies.  BLS explained that the EDI discrepancies arose because of the wait time between the creation of a record by LEO and its translation into an EDI transaction.  Further BLS explained that this problem in EDI was resolved in June 2000. |
| | | | KCI also tested the HP-provided time stamp data for firm order confirmation with the corresponding BLS raw data for the months of August through November 2000.  KCI found that there were some discrepancies in the firm order confirmation time stamp during the months of October and November 2000.  See Draft Exception 178 for additional information on this issue. |
| | | | Additionally, KCI could not complete its review of the June and July 2000 data because BLS included data that did not belong to KCI in the BLS-provided KCI raw data file.  These additional data represented volume testing in preparation for the KCI test.  Because of the nature of the issue, KCI and BLS do not anticipate this problem reoccuring. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| *Speed of Answer in Ordering Center* | | | |
| O&P-7-4-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reports an aggregated value for the SQM, as specified in the May 2000 Georgia SQM documentation. |
| O&P-7-4-2 | 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.<br><br>Initially, KCI was unable to match the reported values.  However, upon clarification of the instructions by BLS, the updated KCI-calculated values agreed with the BLS-reported values. See Exception 23 for additional information on this issue. Exception 23 is closed. |
| *Mean Held Order Interval and Distribution Intervals* | | | |
| O&P-7-5-1 | 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. |
| O&P-7-5-2 | 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.<br><br>Initially, KCI was unable to match the reported values.  However, upon clarification of the instructions, as provided in the February *PMAP Raw Data User Manual*, KCI was able to match all KCI-calculated values to the corresponding BLS-reported values, exactly.<br><br>Hence, KCI confirmed that BLS accurately calculated and reported these SQM values.  See Exception 23 for additional information on this issue.   Exception 23 is closed. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| O&P-7-5-3 | Test data collected by KCI agree with BLS raw data. | Satisfied | The time-stamp data provided by Hewlett Packard (HP) to KCI for "commitment date" agreed with the corresponding BLS-provided raw data. |
| | | | Initially, the time-stamped data for "commitment date" did not match BLS raw data for March, April, and May 2000. |
| | | | BLS explained that KCI was using the older, inaccurate versions of the raw data files for data comparison purposes. BLS provided KCI with the re-run of the raw data for March, April, and May 2000. |
| | | | KCI then compared the commitment date data between the two sources and found that the commitment date did not match for certain PONs and Service Order Numbers for March, April, and May 2000. |
| | | | BLS explained that the difference arose because of the way the raw data files are populated from the processing systems. Held Order processing methodology states that the last due date that carries a company Missed Appointment code and does not have a subsequent due date should be captured. The held interval is measured as the reporting period end date minus the first company missed date on the service order. The date that should be captured is the original date. Therefore, the dates listed in the BLS raw data are correct. |
| | | | See Exception 113 for additional information on this issue KCI has recommended closure of Exception 113 to the GPSC. |
| | | | KCI also compared the commitment date for the months of June through November 2000. KCI found that the data collected by the test CLEC agreed with the raw data reported |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | by BLS for all the months. |
| *Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices* | | | |
| O&P-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. |
| O&P-7-6-2 | 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 could not match the BLS-reported values for June. However, BLS provided an updated data file, and KCI recalculated the SQM values.  The updated KCI-calculated values matched the BLS-reported values, exactly.  See Exception 110 for additional information on this issue.   Exception 110 is closed.. |
| O&P-7-6-3 | Test data collected by KCI agree with BLS raw data. | Not Complete | Initially, the time-stamped data for "commitment date" provided by Hewlett Packard (HP) to KCI did not match the corresponding BLS raw data for March, April, and May 2000. |
| | | | BLS explained that KCI used the older, inaccurate versions of the raw data files for data comparison purposes.  BLS provided KCI with the re-run of the raw data reports for March, April, and May 2000. |
| | | | KCI then compared the commitment date data between the two sources and found that the commitment date did not match for certain PONs and service order numbers for March through November 2000. |
| | | | BLS explained that the reason for the discrepancy was the way in which the raw data files were created. According to BLS, raw data, prior to any exclusions, contains all the |

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*March 20, 2001*                                                         *V-G-66*
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| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | "CMTT_DATE"s for each service order.  The Raw Data User Manual exclusion criteria for "Jeopardy Interval" and "Percent Jeopardy" dictate that the latest "CMTT_DATE" in a group of records be within the given reporting month.  The latest record is retained for calculation of the "Jeopardy Interval" and "Percent Jeopardy" measures.  If the latest record does not fall within the given month, the entire group of records is excluded from the calculations for that month.  If the latest "CMTT_DATE" does fall within the reporting month, it is retained, and all other records in the group are excluded. |
| | | | See Exceptions 113 and 127 for additional information on this issue.  KCI has recommended closure of Exceptions 113 and 127 to the GPSC. |
| | | | Further KCI compared the actual date of completion of a service order - "completion date" - between the HP-recorded data and the BLS-reported raw data for the months of March through November 2000.  KCI found that the completion date did not match for certain PONs and service order numbers. |
| | | | BLS explained the differences between all the PONs and Service Order Numbers for the months of March through September 2000.   For one of the PONs and Service Order Numbers, BLS explained that even though the order was completed in the field, due to system entry error it did not get processed until the following month.  BLS will institute procedures to ensure that the record gets counted in the SQM calculation for the month when it is updated in the system.These procedures are expected to be instituted by  April |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | 2001.   During the testing of "completion date" for nine months – March through November 2000, this is the only instance that KCI found that a record did not get accounted for in the SQM calculations due to system entry error. |
| | | | See Exception 119 for additional information on this issue.  KCI has recommended closure of Exception 119 to the GPSC. |
| | | | BLS is still investigating another PON and service order number in the month of October 2000 where the KCI-collected value for "completion date" did not match the BLS-reported value.  See Exception 128 for additional information on this issue. |
| *Percent Missed Installation Appointments* | | | |
| O&P-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. |
| O&P-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. |
| O&P-7-7-3 | Test data collected by KCI agree with BLS raw data. | Satisfied | The time-stamp data provided by Hewlett Packard (HP) to KCI for "commitment date" agreed with the corresponding BLS-provided raw data. |
| | | | Initially, the time-stamped data for "commitment date" did not match BLS raw data for March, April, and May 2000. |
| | | | BLS explained that KCI was using the older inaccurate versions of the raw data files for data comparison purposes.  BLS provided KCI with the re-run of the raw data for March, |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | April, and May 2000.  KCI then compared the commitment date data between the two sources and found that it did not match for certain PONs and service order numbers for March, April, and May 2000.   KCI also compared the commitment dates for the months of June through November 2000, and found discrepancies for these months as well. |
| | | | BLS explained that the discrepancies were due to the way in which raw data files are created.  According to the Business Rules section of the SQM for Percent Missed Installation (PMI) Appointments, the first "CMTT_DATE" (original due date) on the service order is used in the PMI calculation.  Records with a SO_CMTT_TYPE_CD = 1 represent the original due date (CMTT_DATE) for a service order.  The exclusion criteria, which only select records with a SO_CMTT_TYPE_CD = 1, are included as part of the program code used to generate PMI raw data. |
| | | | See Exceptions 113 and 127 for additional information on this issue. KCI has recommended closure of Exceptions 113 and 127 to the GPSC. |
| | | | Further KCI compared the actual date of completion of a service order - "completion date" -  between the HP-recorded data and the BLS-reported raw data for the months of March through November 2000.  KCI found that the KCI-collected data agreed with the BLS-reported raw data. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| *Average Completion Interval / Order Completion Interval Distribution* | | | |
| O&P-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. |
| O&P-7-8-2 | 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. |
| | | | Initially, KCI was unable to match the KCI-calculated SQM values to the BLS-reported values in several months' reports. BLS then informed KCI that the reports for the months prior to March 2000 were not calculated properly. |
| | | | KCI received additional information (revised data and SQM reports for March 2000), and verified BLS calculations for this month. |
| | | | Additionally, KCI had been initially unable to replicate the BLS-reported values for the month of April 2000. BLS then provided revised computation instructions, and KCI recalculated its SQM values. The updated KCI-calculated values matched the BLS-reported values, exactly. |
| | | | See Exceptions 46, 62, and 90 for additional information on this issue. Exceptions 46, 62, and 90 are closed. |
| O&P-7-8-3 | Test data collected by KCI agree with BLS raw data. | Satisfied | The time-stamp data provided by Hewlett Packard (HP) to KCI for "commitment date" agreed with the corresponding BLS-provided raw data. |
| | | | Initially, the time-stamped data for "commitment date" did not match BLS raw data for March, April, and May 2000. |
| | | | BLS explained that KCI was using the older inaccurate versions of the raw data files for data comparison purposes. BLS provided KCI with |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | the re-run of the raw data for March, April, and May 2000. |
| | | | KCI then compared the commitment date data between the two sources and found that the commitment date agreed for March, April, and May 2000. |
| | | | KCI also compared the commitment date for the months of June through November 2000, and found that the data from the two sources agreed. |
| | | | Further KCI compared the actual date of completion of a service order - "completion date" - between the HP-recorded data and the BLS-reported raw data for the months of March through September 2000.  KCI found that the completion date collected by KCI matched the data reported by BLS. |
| *Average Completion Notice Interval* | | | |
| O&P-7-9-1 | 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.   The reports also disaggregate further than is required, by Dispatch/No Dispatch. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| O&P-7-9-2 | 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 could not match the BLS-reported values for June.  BLS provided an updated report, and the KCI-calculated values matched these revised BLS-reported values, exactly. See Exception 110 for additional information on this issue. Exception 110 is now closed. |
| O&P-7-9-3 | Test data collected by KCI agree with BLS raw data. | Satisfied | KCI compared the actual date of completion of a service order  - "completion date" -  between the HP-recorded data and the BLS-reported raw data for the months of March through November 2000.  KCI found that the data from the two sources agreed. |
| *Coordinated Customer Conversions* | | | |
| O&P-7-10-1 | 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. |
| O&P-7-10-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | Initially, KCI was unable to match the KCI-calculated SQM values to the BLS-reported values for the March and May 2000 periods.  BLS then provided KCI with additional data for March (with which KCI recalculated its SQM values) and an updated report for May.  The updated KCI-calculated values matched the BLS-reported values for March, and the KCI-calculated values matched the updated BLS-reported values for May. |
|  |  |  | See Exceptions 90 and 100 for additional information on these issues.  Exceptions 90 and 100 are now closed. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| *Percent Provisioning Troubles within 30 days of Service Order Activity* | | | |
| O&P-7-11-1 | 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. |
| O&P-7-11-2 | 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 for March 2000 through September 2000.  Hence, KCI confirmed that BLS accurately calculated and reported these SQM values for these months. |
| | | | Initially, KCI was unable to match the KCI-calculated SQM values to the BLS-reported values. BLS then informed KCI that the raw data were incomplete and that the remaining data could not be provided for months prior to March 2000. |
| | | | KCI has confirmed that BLS accurately calculated and reported these SQM values for months beginning with March 2000 through September 2000. |
| | | | However, KCI was unable to attempt replication for October 2000 due to insufficient data provided by BLS. The BLS-provided Order Completion Interval data file for October 2000 was missing two fields that are referenced in the November 15, 2000 Raw Data Users Manual, which KCI used to attempt replication for the month in question.  BLS responded that the November 15, 2000 Raw Data Users Manual erroneously included two additional fields that were not needed in the calculation the SQM. KCI was instructed to use the December 15, 2000 Raw Data Users Manual for its analysis.  KCI has confirmed that BLS accurately calculated and reported the SQM values for the month of October 2000.  Additionally, KCI has |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | confirmed the BLS-reported values for this SQM, for the months of November and December 2000.<br><br>See Exceptions 23 and 123 for additional information on these issues. Exceptions 23 and 123 are closed. |
| *Total Service Order Cycle Time* | | | |
| O&P-7-12-1 | 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. |
| O&P-7-12-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | Initially, KCI was unable to match the reported values for months prior to August 2000. However, upon receipt of revised instructions, as provided in the May *PMAP Raw Data User Manual (* later revised again in the October 2000 *Manual)*, KCI was able to match all KCI-calculated values and to the corresponding BLS-reported values, exactly.<br><br>See Exceptions 46, 62, and 111 for additional information on these issues. Exceptions 46, 62, and 111 are closed. |
| O&P-7-12-3 | Test data collected by KCI agree with BLS raw data. | Satisfied | The time-stamped data for "commitment date" provided by Hewlett Packard (HP) to KCI did not match BLS raw data for March, April, and May 2000.<br><br>BLS explained that KCI was using the older inaccurate versions of the raw data files for data comparison purposes. BLS provided KCI with the re-run of the raw data for March, April, and May 2000.<br><br>KCI then compared the commitment date data between the two sources and found that the commitment date from the two sources matched.<br><br>KCI also compared the commitment date for the months of June through November 2000, and found no |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | discrepancies for these months. |
| | | | Further KCI compared the actual date of completion of a service order - "completion date" - between the HP-recorded data and the BLS-reported raw data for the months of March through November 2000. KCI found that the data from the two sources agreed. |
| *Service Order Accuracy* | | | |
| O&P-7-13-1 | 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. Initially, KCI determined that BLS did not report values at the Dispatch/Not Dispatch levels of disaggregation, as required by the 10/22/99 Georgia SQM documentation |
| | | | 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. |
| | | | 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. |
| | | | See Exception 74 for additional information on this issue. Exception 74 is closed. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| O&P-7-13-2 | 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 O&P-7-13-1 comments above). |
| | | | Additionally, KCI was initially unable to match the KCI-calculated SQM value to the BLS-reported value for Mechanized <10 Circuits – Resale Residence Orders Reviewed.  BLS subsequently updated their SQM report.  Using the updated report, KCI was able to match the calculations in the revised report exactly.  KCI also conducted a review of the June SQM data and report, and determined that the KCI-calculated SQM values agreed with BLS-reported SQM values, exactly. |
| | | | See Exceptions 64 and 74 for additional information on these issues.  Exceptions 64 and 74 are closed. |

Table V-7.4 shows the raw data values in the KCI-generated and BellSouth-reported data that do not match, as identified in the Data Comparison.[4]

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[4] The discrepancies identified in this table reflect discrepancies that could not be accounted for by the following known factors:

    (a) The HP clock is based on the eastern time zone and BellSouth clock is based on the central time zone, leading to a time difference of 60 minutes between the HP clock and the BellSouth clock;
    (b) The HP system clock is one minute and eight seconds behind the BellSouth system clock.
    (c) Transactions through the EDI servers have a 30 minute batch processing time for both the incoming and outgoing transactions, which theoretically could introduce a discrepancy of up to 60 minutes.

KCI has also included an additional two minutes leeway to account for problems not related to BellSouth's operations, before listing the values in the table below.  Additionally, any time taken by BellSouth to review the transactions submitted by HP (for Firm Order Confirmation) would be reflected in the time stamps recorded by BellSouth and reported in the PMAP raw data.

### *Table V-7.4: Details of Results*

| Test Cross-Reference | Month | Account Identifier (PON) | Account Identifier (VER / Service Order Number) | KCI-Reported | BellSouth-Reported |
|---|---|---|---|---|---|
| O&P-7-1-3<br><br>O&P-7-2-3<br><br>(Local Service Request Sent / Received Time stamp | August | 305R222PEH000001 | 0 | 8/25/00 11:45 AM | 8/28/00 4:15 PM |
| | August | 318R112PEH000001 | 0 | 8/28/00 4:56 PM | 8/28/00 5:01 PM |
| | August | 320R212PEH000001 | 0 | 8/28/00 4:53 PM | 8/28/00 5:01 PM |
| | August | 399R213PEM100001 | 1 | 8/28/00 3:55 PM | 8/28/00 4:15 PM |
| | September | 307R122PEF000003 | 0 | 9/14/00 10:27 AM | 9/14/00 1:15 PM |
| | September | 409R223PEM100001 | 0 | 9/13/00 4:16 PM | 9/13/00 5:00 PM |
| | October | 302R312PEF000006 | 0 | 10/12/00 3:35 PM | 10/13/00 7:45 AM |
| | October | 309R122PTH001001 | 1 | 10/2/00 10:36 AM | 10/2/00 10:06 AM |
| | October | 320R212PTH102017 | 3 | 10/20/00 11:03 AM | 10/20/00 11:22 AM |
| | November | 317R122PEH001002 | 0 | 11/13/00 4:34 PM | 11/9/00 1:15 PM |
| | November | 309R122PEH002002 | 0 | 11/13/00 4:38 PM | 11/10/00 12:3 PM |
| O&P-7-1-3 &<br>O&P-7-2-3<br><br>(Reject / Clarification Requested Time stamp | October | 319R122PTH002004 | 0 | 10/17/00 3:15 PM | 10/17/00 1:38 PM |
| | October | 320R212PTH101017 | 0 | 10/17/00 3:15 PM | 10/17/00 1:30 PM |
| | October | 320R212PTH102017 | 0 | 10/19/00 6:48 AM | 10/18/00 5:21 PM |
| | October | 320R212PTF100008 | 0 | 10/23/00 11:50 AM | 10/23/00 10:47 AM |
| | October | 454R126PTF001002 | 0 | 10/25/00 11:47 AM | 10/26/00 6:27 AM |
| | October | 307R222PTH100009 | 0 | 10/25/00 11:47 AM | 10/25/00 4:32 AM |
| | November | 318R112PEH101007 | 0 | 11/10/00 7:21 AM | 11/10/00 8:55 AM |
| O&P-7-3-3<br><br>Firm Order Confirmation Time stamp | October | 302R312PEH000003 | 0 | 10/11/00 4:55 PM | 10/10/00 5:41 PM |
| | October | 301R112PEF000001 | 2 | 10/10/00 11:43 AM | 10/9/00 4:30 PM |
| | October | 305R112PTF102002 | 6 | 10/10/00 11:43 AM | 10/10/00 8:00 AM |
| | October | 409R223PEM101001 | 0 | 10/11/00 4:55 PM | 10/11/00 10:47 AM |
| | October | 404R223PTM102001 | 0 | 10/12/00 6:16 AM | 10/11/00 9:02 AM |
| | November | 302R312PTH001002 | 6 | 12/1/00 1:15 PM | 11/30/00 2:50 PM |
| | November | 303R222PTH000011 | 1 | 12/1/00 7:29 AM | 11/30/00 3:07 PM |
| O&P-7-6-3<br><br>Completion Date | October | 324R112PEH000003 | CO33BBN0 | 10/13/00 | None |