A.   CRIS Resale Invoicing Functional Evaluation (BLG7)

1.0   Description

The Customer Records Information System (CRIS) Resale Invoicing Functional Evaluation assessed BellSouth's ability to accurately bill elements associated with resale products. Functional billing elements include measured and flat-rated services, monthly recurring and non-recurring charges, pro rations, resale discounts, adjustments, late payments, and usage charges. The test was executed in conjunction with orders submitted during the execution of the EDI and TAG Functional Evaluations (PO&P11), and with usage generated during the execution of the Resale Usage Functional Evaluation (BLG8). These tests are detailed in Section V, 1.0, Section V, 2.0, and Section VII, 2.0 of the *Supplemental Test Plan (STP).*

KCI examined the billing elements of CRIS resale bills resulting from completed order transactions on test accounts for resale products and services. The test also looked at bill formats to evaluate completeness and readability of each format.

2.0   Methodology

This section summarizes the test methodology.

2.1   Business Process Description

BellSouth produces several types of bills that are delivered over the course of a monthly billing period. Each bill type covers bills that are produced by two primary billing systems, the Carrier Access Billing System (CABS) and CRIS. The CABS billing system principally serves CLECs that choose to lease unbundled services. The CRIS billing system produces bills for resale products and services.

BellSouth produces bills for their resale product offerings using the CRIS billing system. The CRIS billing system employs several bill formats. These formats include Customized Large User Bill (CLUB), Diskette Analyzer Bill (DAB) transmitted via File Transfer Protocol (FTP) push, and DAB Paper Image - CD-ROM.

BellSouth's CLEC bills are structured in a hierarchical manner. At the top of the hierarchy is the Master Account or "Q" Account. Charges for multiple individual Billing Telephone Numbers (BTNs) and Earning Telephone Numbers (ETNs) associated with the same account/customer are aggregated under the "Q" Account.

The body of the CRIS bill includes five major areas: monthly charges, other charges and credits, itemized calls, local usage, and taxes and franchise. Some

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March 20, 2001   *V-A-1*

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charges within bills are standard based on tariffs; others are subject to variable pricing based on CLEC-negotiated interconnection agreements.

2. 2   Scenarios

The test scenarios selected for evaluation were a subset of the test scenarios executed for the Ordering & Provisioning EDI and TAG Functional Evaluation (PO&P-11). The subset was chosen to cover a range of ordering activities that would be undertaken by a CLEC. Order activity evaluated for the bill validation component of the BLG7 test included the following service request types:

- New Install
- Migration of a BellSouth customer "as is/as specified"
- Inside Move
- Outside Move
- Suspend
- Restore
- Add/Change features
- Change telephone number
- Add line
- Disconnect

2.3   Test Targets & Measures

The test target was the completeness, accuracy, and timeliness of delivery of the CRIS resale bills in accordance with BellSouth's published specifications. Processes, sub-processes, and evaluation measures are summarized in the following table. The last column "Test Cross-Reference" indicates where the particular measures are addressed in section 3.1 "Results & Analysis."

Table V-1.1: Test Target Cross-Reference

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Billing Accuracy	Verify recurring charges	Accuracy and completeness of rates and quantity	BLG-7-1-3, BLG-7-1-4, BLG-7-1-5, BLG-7-1-6, BLG-7-1-8, BLG-7-1-13, BLG-7-1-14 BLG-7-1-16, BLG-7-1-18
	Verify non-recurring charges	Accuracy and completeness of rates and quantity	BLG-7-1-3, BLG-7-1-4, BLG-7-1-5, BLG-7-1-6, BLG-7-1-7, BLG-7-1-8, BLG-7-1-11, BLG-7-1-13, BLG-7-1-14, BLG-7-1-16, BLG-7-1-17

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	Verify pro rated charges	Accuracy and completeness of rate, quantity and date ranges	BLG-7-1-5, BLG-7-1-6, BLG-7-1-8, BLG-7-1-11, BLG-7-1-13, BLG-7-1-14, BLG-7-1-16, BLG-7-1-17
	Verify usage charges	Accuracy and completeness of minutes of use and rates	BLG-7-1-3, BLG-7-1-4, BLG-7-1-5, BLG-7-1-8, BLG-7-1-12, BLG-7-1-13, BLG-7-1-14, BLG-7-1-16, BLG-7-1-19
	Verify adjustments	Accuracy, completeness, and timeliness of adjustments	BLG-7-1-1, BLG-7-1-3, BLG-7-1-4, BLG-7-1-7, BLG-7-1-10, BLG-7-1-15, BLG-7-1-16, BLG-7-1-17
	Verify balance carried forward	Accuracy of balance	BLG-7-1-1, BLG-7-1-3, BLG-7-1-4, BLG-7-1-8, BLG-7-1-9, BLG-7-1-10, BLG-7-1-13, BLG-7-1-14, BLG-7-1-15
	Verify discounts	Accuracy and appropriateness of discount	BLG-7-1-1, BLG-7-1-3, BLG-7-1-4, BLG-7-1-5, BLG-7-1-8, BLG-7-1-9, BLG-7-1-13, BLG-7-1-14, BLG-7-1-15, BLG-7-1-16
	Verify late charges	Accuracy of rate and calculation	BLG-7-1-1, BLG-7-1-3, BLG-7-1-4, BLG-7-1-7, BLG-7-1-10, BLG-7-1-15, BLG-7-1-16, BLG-7-1-17
	Receive copy of bill	Timeliness of media delivery	BLG-7-1-20
Completeness and Readability	Verify presentation of bill sections	Completeness and accuracy	BLG-7-1-1, BLG-7-1-2, BLG-7-1-3, BLG-7-1-4, BLG-7-1-5, BLG-7-1-6, BLG-7-1-7
	Verify page header information	Completeness and accuracy	BLG-7-1-1, BLG-7-1-2, BLG-7-1-3, BLG-7-1-4, BLG-7-1-5
	Verify presence of Customer Service Record	Completeness	BLG-7-1-1, BLG-7-1-4, BLG-7-1-5, BLG-7-1-6, BLG-7-1-7

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	Verify pagination	Completeness and accuracy	BLG-7-1-1, BLG-7-1-2, BLG-7-1-3, BLG-7-1-4, BLG-7-1-5, BLG-7-1-6, BLG-7-1-7
	Verify presence of return page	Completeness and accuracy	BLG-7-1-1, BLG-7-1-2, BLG-7-1-3, BLG-7-1-4, BLG-7-1-5, BLG-7-1-6, BLG-7-1-7
	Verify labeling of charges	Completeness and accuracy	BLG-7-1-1, BLG-7-1-2, BLG-7-1-3, BLG-7-1-4, BLG-7-1-5, BLG-7-1-6, BLG-7-1-7
	Verify service address	Completeness and accuracy	BLG-7-1-1, BLG-7-1-2, BLG-7-1-3, BLG-7-1-4

2.4   Data Sources

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

Table V-1.2: Data Sources for CRIS Resale Invoicing Functional Evaluation

Document	File Name	Location in Work Papers	Source
Product Information	Http://www.interconnection.bellsouth.com/products Also in hardcopy.	BLG-1-B	BLS
General Subscriber Service Tariff	Http://cpr.bst.bellsouth.com/pdf/ga/a996.pdf Also in hardcopy.	BLG-1-C	BLS
Facility Based Activation Requirements – Interconnection Services	Http://www.interconnection.bellsouth.com/guides/actreq2_fac/index.htm Also in hardcopy.	BLG-1-D	BLS
Facility Based – CLEC Starter Kit	Http://www.interconnection.bellsouth.com/guides/guidepdf/stfb_is2.pdf Also in hardcopy.	BLG-1-F	BLS
CLUB*EDI Customer Handbook	No Electronic Copy	BLG-1-G-1	BLS
Sample CLUB Bill	No Electronic Copy	BLG-1-G-3	BLS
Beyond DAB	No Electronic Copy	BLG-1-G-4	BLS
Diskette Analyzer Bill User's Guide	No Electronic Copy	BLG-1-G-5	BLS
Batch File Processing with DAB	No Electronic Copy	BLG-1-G-6	BLS

Document	File Name	Location in Work Papers	Source
FTP Protocol	No Electronic Copy	BLG-1-G-7	BLS
Diskette Billing System ASCII Data Exporting	No Electronic Copy	BLG-1-G-8	BLS
How to Retrieve Data Files and Install/Activate Analyzer Software	No Electronic Copy	BLG-1-G-9	BLS
CRIS Billing Media Options	No Electronic Copy	BLG-1-G-10	BLS
BLS FCC Tariff Information	Http://cpr.bst.bellsouth.com/pdf/fcc/fcc.htm	Not in Work Papers Binders	BLS
BLS GA Intrastate Tariff Information	Http://cpr.bst.bellsouth.com/pdf/ga/ga.htm	Not in Work Papers Binders	BLS
BLS CLEC Customer Guides	Http://www.interconnection.bellsouth.com/guides/guides.html	Not in Work Papers Binders	BLS
TelView Online Tariff Research Service	Http://www.ccmi.com	Not in Work Papers Binders	BLS
List of KCI CLEC Billing Account Numbers (BANs) and Bill Media Types	No Electronic Copy	BLG-1-K-33	BLS
BellSouth CLEC Billing Guide	Http://www.interconnection.bellsouth.com/guides/other_guides/pdf/bg06_1600.pdf	BLG-5-A-22	BLS
Interconnection Agreement (Agreement Between BellSouth Telecommunications, Inc. and CKS, Inc. [Georgia])	No Electronic Copy	Project Management Office Work Papers	BLS

2.4.1 Data Generation/Volumes

Data included in the invoicing functional component of the evaluation were gathered from multiple sources including Firm Order Confirmations (FOCs), Customer Service Records (CSRs), Daily Usage Files (DUFs), and the BellSouth resale bills delivered to KCI. These data provided the basis for the creation of expected results. This evaluation did not rely on volume testing.

2.5   Evaluation Methods

For validation of the bills of the KCI test CLEC, KCI reviewed BellSouth documentation related to bill structure, content, and elements. To explain bill formats to CLECs, upon request, BellSouth provides sample bill formats

supplemented with meetings via conference call. KCI conducted meetings with BellSouth subject matter experts to review bill format layouts and to determine the applicable rate elements and discounts for various services, based on the KCI test CLEC interconnection agreement. Using the information collected, KCI constructed a detailed test plan and bill validation procedures.

The test targeted the various bill types and bill delivery methods provided by BellSouth. The test scenarios evaluated were created to represent typical CLEC ordering activity. These test scenarios were taken from orders issued during the O&P EDI and TAG Functional Evaluations.

These test scenarios were utilized to create Local Service Requests (LSRs) for the products and order activities specified for the purposes of bill validation. This ordering activity provided the mix of line types and line activity to ensure that the test case scenarios indicated in the *STP* were covered. BellSouth processed the LSRs, resulting in the creation of carrier bill invoices.

Customer Service Records (CSRs) reflecting completed order activity resulting from test case transactions were used to create expected billable charges. Expected results were compared to billing invoices produced by BellSouth to ensure that charges were appropriately and accurately billed.

KCI evaluated one baseline bill period and one post-test-activity bill period for each account. The first bill period consisted of baseline bills created for the test bed of telephone numbers. The second bill period consisted of bills produced after test scenarios were executed (e.g., customers were migrated, disconnected, etc.). This set included charges for test case activity such as conversions, additions, and usage charges for calls generated during the execution of the Resale Usage Functional Evaluation (BLG8). Billing service delivery media utilized for bill validation purposes included Paper, DAB CD-ROMs, and FTP formats. Each of these formats was evaluated for completeness and readability. In addition, the FTP format was evaluated for timeliness of delivery.

Validation procedures were used to verify whether or not recurring and non-recurring charges were rated and applied correctly, and that pro rations of charges were calculated appropriately. In addition, the validation assessed whether or not service establishment and disconnection dates were accurately captured, and whether or not adjustments and late charges were applied correctly. Finally, the evaluation examined whether or not appropriate resale discounts were applied correctly, and whether or not balances were carried forward appropriately.
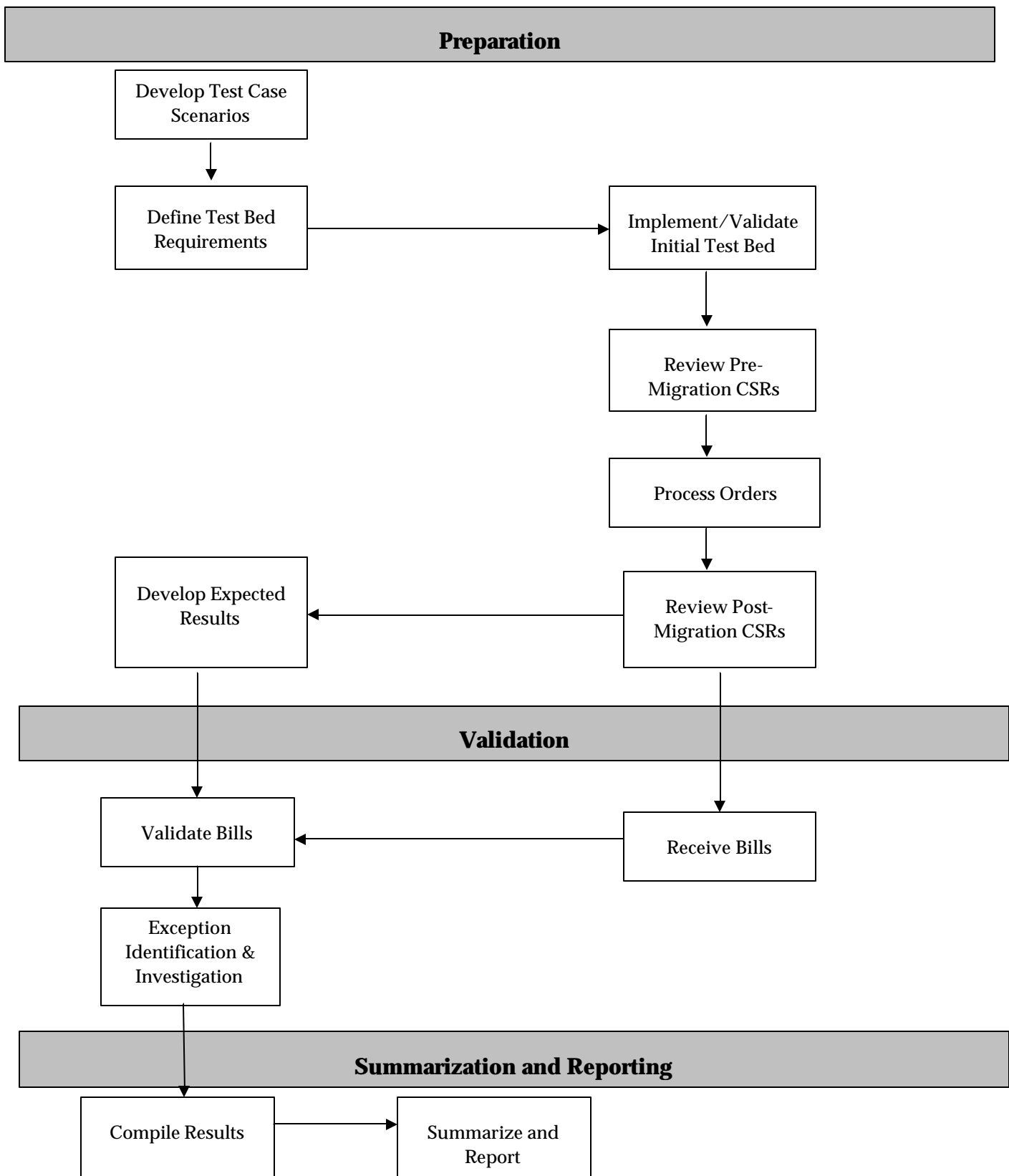
Bills containing usage charges for billable messages were examined to verify the accuracy of the usage billing components. KCI created expected results based on calls placed during the Resale Usage Functional Evaluation (BLG8) and the

application of BellSouth business rules governing the billing of resale usage. Expected results were then compared to usage charges on corresponding resale bills.

KCI also evaluated bill formats to verify that required sections (e.g., pro rations, Other Charges & Credits [OC&C], recurring charges, and usage charges) appeared on the CRIS resale bills.

KCI analyzed the timeliness of delivery of electronically transmitted invoices. As bills were received from BellSouth, the invoice and receipt dates were recorded. The number of elapsed business days was calculated based on the interval between the end of the bill cycle and the date that the bills were received. These statistics were evaluated to determine the timeliness of bill delivery. Figure V-1.1 BLG7: CRIS Resale Invoicing Functional Evaluation Process Flows outlines the steps of the testing process.

Figure V-1.1: BLG7: CRIS Resale Invoicing Functional Evaluation Process Flow

Preparation

```
Develop Test Case
Scenarios
        |
        v
Define Test Bed ----------------------> Implement/Validate
Requirements                             Initial Test Bed
                                               |
                                               v
                                         Review Pre-
                                         Migration CSRs
                                               |
                                               v
                                         Process Orders
                                               |
                                               v
Develop Expected <---------------------- Review Post-
Results                                  Migration CSRs
```

Validation

```
Validate Bills <------------------------ Receive Bills
        |
        v
Exception
Identification &
Investigation
```

Summarization and Reporting

```
Compile Results --------> Summarize and
                          Report
```

2.6   Analysis Methods

The CRIS Resale Invoicing Functional Evaluation (BLG7) included a checklist of evaluation measures developed by KCI during the preparation of supplemental test activities for the BellSouth - Georgia OSS Evaluation. These evaluation measures provided the framework of norms, standards and guidelines for the CRIS Resale Invoicing Functional Evaluation (BLG7).

The data collected were analyzed employing the evaluation measures referenced in Table V-1.1.

3.0   Results Summary

This section identifies the discrete evaluation criteria and test results.

3.1   Results & Analysis

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

Table V-1.3: Evaluation Criteria and Results

Test Cross-Reference	Evaluation Criteria	Result	Comments
BLG-7-1-1	The appropriate major bill sections appear on the bills per BLS's documentation.	Satisfied	Appropriate major bill sections appeared on all of the bill types evaluated (CLUB paper, DAB sent via FTP and DAB paper image CD-ROM).
BLG-7-1-2	The appropriate data appears on the page headers per BLS's documentation.	Satisfied	Appropriate data such as the Operating Company Number (OCN), billing account number, invoice date, and page number appeared on the page headers as per BLS documentation.
BLG-7-1-3	The appropriate data appear on the remittance page per BLS's documentation.	Satisfied	For the bill types that included a remittance page, appropriate data such as the billing account number, customer name, and customer address appeared on the bill as per BLS documentation.

Test Cross-Reference	Evaluation Criteria	Result	Comments
BLG-7-1-4	Appropriate data appear in the Summary Billing Section per BLS's documentation.	Satisfied	Appropriate data appear in the Summary Billing Section of the three bill types evaluated. Data such as the balance forward, monthly recurring charges and other charges and credits consistently appeared on the bills as per BLS documentation.
BLG-7-1-5	Appropriate details appear in the Summary Biling Section per BLS's documentation.	Satisfied	Appropriate details such as the balance forward and payments line items consistently appeared on the bill as per BLS documentation. However, in the course of KCI's evaluation, it was discovered that credit adjustments provided by BLS were rendered on both the 6/5/00 and 7/5/00 invoices instead of on only the 6/5/00 invoice, as requested. This event is not material to the result of this criterion.
BLG-7-1-6	Appropriate details appear in the Current Charges Section per BLS's documentation.	Satisfied	Appropriate details such as monthly recurring charges, other charges and credits and taxes line items consistently appeared on the Current Charges Section of the bill as per BLS documentation.
BLG-7-1-7	Appropriate details appear in the Other Charges and Credits Section per BLS's documentation.	Satisfied	Appropriate details, such as the From & Thru Dates, the Purchase Order Numbers (PONs), and the Service Order IDs (SOIDs), appear in the Other Charges and Credits section as per BLS documentation.
BLG-7-1-8	Summary Page calculations correspond with the calculation definition.	Satisfied	Calculations on the Summary Page of the bill correctly corresponded with the calculation definitions provided by BLS in the bill overview session and documentation. For example, the Total Amount Due was correctly calculated as the sum of the Total Balance Due, Late Payment Charges, and the Total Current Charges.

Test Cross-Reference	Evaluation Criteria	Result	Comments
BLG-7-1-9	Balance Due calculations cross-total as appropriate.	Satisfied	Balance Due calculations on the bills correctly corresponded with the calculation definitions provided by BLS in the bill overview session and documentation. For example, the Total Balance Due was correctly calculated as the sum of the Total Amount of Last Bill less Adjustments Applied.
BLG-7-1-10	Late Payment Charge calculations correspond with the calculation definition in the BLS documentation.	Satisfied	Late Payment Charge calculations on the bills correctly corresponded with the calculation definitions in the BLS documentation.
BLG-7-1-11	Non-recurring and pro rated monthly charge calculations correspond appropriately to the BLS tariffs.	Satisfied	In general, the non-recurring and pro rated monthly charges were properly assessed and calculated as per BLS documentation. In its initial evaluation, KCI found that BLS had assessed Presubscribed Interexchange Carrier Charge (PICC) charges as non-recurring charges instead of as recurring charges.[1] KCI found that 88.4% of the test cases reviewed for the test analysis met KCI's expectations of billable charges when compared to the invoices rendered by BLS. The remaining test cases did not meet KCI expectations because of the incorrect classification of PICC charges as non-recurring charges.

In its amended response to KCI's exception report, BLS stated that a CRIS system change would be implemented on 2/1/01 to reclassify the PICC charges as a recurring charge on retail and resale bills. KCI validated the system change by reviewing its 2/5/01 KCI Test CLEC invoices and the CSRs corresponding to the telephone numbers evaluated. KCI found that the PICC charges were |

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[1]BLS assessed PICC charges on the KCI Resale invoices as non-recurring charges under the Other Charges & Credits section of the bill. These charges were labeled "Charge for No Pre-subscribed Interexchange Carrier for *NXX-####.*" In contrast, the language in the BellSouth tariff FCC No. 1 indicates this PICC charge should be classified as a monthly-recurring charge.

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Test Cross-Reference	Evaluation Criteria	Result	Comments
			reclassified as recurring charges and were accurately billed. See Exception 99 for additional information on this issue. KCI has recommended closure of Exception 99 to the GPSC. See also Table V-1.6 for details on Dollar-Based Billing Accuracy measurements[2].
BLG-7-1-12	Usage Rates correspond, as defined in the BLS tariffs or Interconnection Agreement.	Satisfied	Usage Charges on the bills agreed with rates published in the BLS tariffs or Interconnection Agreement.
BLG-7-1-13	Calculations correspond for Summary Charges, as defined in the BLS tariffs or Interconnection Agreement.	Satisfied	Summary Charges correctly corresponded with the definitions found in the BLS documentation.
BLG-7-1-14	Calculation for Detail Charges correspond, as defined in the BLS tariffs or Interconnection Agreement.	Satisfied	Detail Charges correctly corresponded with the definitions found in the BLS documentation.

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[2] The bill validation accuracy results in Table V-1.6 are presented on a dollar-billed basis. The percentage accuracy results in the comments of this evaluation criterion are presented on a test-case-match basis.

Test Cross-Reference	Evaluation Criteria	Result	Comments
BLG-7-1-15	Remittance totals cross-total appropriately.	Satisfied	On bills with remittance pages, all remittance totals cross-totaled appropriately. For example, the Total Current Charges amount listed under the Current Charges section of the bill corresponded to the Total Current Charges line item on the Summary Page of the bill.
BLG-7-1-16	Summary sections/page correspond with appropriate totals elsewhere in the bills.	Satisfied	Totals on the Summary Page of the bill corresponded appropriately to the totals on the Detail Charges pages of the bills. For example, the "Total Current Charges" amount listed under the Current Charges section of the bill corresponded to the Total Current Charges line item on the Summary Page of the bill.
BLG-7-1-17	Other Charges & Credits (OC&C) Information matches expected results.	Satisfied	BLS generated bills that reflected OC&C charges that matched expected results. See Table V-1.6 for details on Dollar-Based Billing Accuracy measurements.
BLG-7-1-18	Monthly Recurring Charge information matches expected results.	Satisfied	BLS generated bills with monthly service charges that matched expected results. See Table V-1.6 for details on Dollar-Based Billing Accuracy measurements.
BLG-7-1-19	Usage charge(s) match expected results.	Satisfied	Usage charges rendered by BLS on the invoices, in general, matched KCI's expected results. In certain instances, BLS rendered invoices with usage charges that could not be reconciled with KCI expected charges. The discrepancies were due to missing and unexpected usage charges. KCI detailed these issues in Exception 103. In investigating the issues, BLS determined that certain missing usage charges noted by KCI were, in fact, valid, but because of the age of the calls at the time the exception was reported to BLS, the usage was subsequently written off. This treatment of KCI's CLEC calls was in parity with the treatment of BLS's retail customers. In addition, since the ODUF files corresponding to the calls

Test Cross-Reference	Evaluation Criteria	Result	Comments
			were delivered to KCI, KCI, in its capacity as a CLEC, would have been able to bill its end user. KCI generated additional calls in January 2001. KCI reviewed the DUFs and the bills it received, and found that it was billed accurately and correctly for each call. One usage charge that KCI categorized as missing was deemed to be invalid. BLS had sent two call records which cancelled each other out. Therefore, the call in question would not have appeared on the invoice. For two unexpected usage charges, BLS determined that though the charges for the two calls were valid, ODUF records for these calls were not sent because of an incorrect indicator setting in the BLS billing system. Since KCI's expectation of what should appear on the bill is based on the ODUF records sent by BLS, KCI's expected results did not match the bill. BLS completed a system trouble ticket on 9/16/00 to correct this incorrect indicator problem. KCI generated additional calls in January 2001. KCI reviewed the DUFs and the bills it received, and found that it was billed accurately and correctly for each call.For one unexpected usage charge, BLS determined that the charges were valid based on KCI's subscription to the Georgia Community Caller Plus calling plan on this telephone line. In addition, the lack of Local Call Detail provided to KCI was due to the fact that KCI had not ordered this option for this telephone line. Therefore, based on this investigation the usage charge appearing on the bill was determined to be valid. As a result of these findings, KCI closed Exception 103. See Exception 103 for additional information. KCI has recommended closure of Exception 103

Test Cross-Reference	Evaluation Criteria	Result	Comments
			to the GPSC. See Table V-1.5 for details on Dollar-Based Billing Accuracy of Usage Charges.
BLG-7-1-20	Verification of bill delivery of timeliness as defined in Appendix D2 of the BLS – GA OSS *Master Test Plan.*	Satisfied	All CRIS Resale bills sent by BLS were delivered within the BLS standard of six business days. KCI evaluated a total of 19 CRIS FTP bills for this criterion and found that the bills were delivered in a timely manner 100 percent of the time. See Table V-1.4 for details on Timeliness of Delivery of Carrier Bill.

3.1.1   Analysis of Bill Content

The tables and text below provide additional detail on the results of the bill validation evaluation. The following bill types were examined to verify that actual charges met KCI's expectations of billable charges, and that bills were formatted according to BellSouth specifications. Content evaluations examined Q Account & telephone number (TN)/circuit level charges, bill calculations, and cross checks of totals. The following bill types were included in the analysis:

- CRIS Resale
- Paper
- CD-ROM
- FTP

Information for these checks is addressed in Tables V-1.4 through V-1.6 in the sections that follow.

3.1.2   Analysis of the Timeliness of Carrier Bill Delivery

KCI utilized the Mean Time to Deliver formula from the BellSouth Service Quality Measures (SQMs) document to evaluate the timeliness of carrier bill delivery. The sample incorporated CRIS FTP bills for Resale. The statistics reported in the Table V-1.4 represent the time period from April 2000 to June 2000. The BellSouth SQM document states that the standard for evaluating billing delivery timeliness for CRIS bills is delivery within six business days of the Bill Period date.

Table V-1.4: BLG7 Timeliness of Delivery of Carrier Bill Analysis

Product Type	Total Number of Days Between Bill Cycle End Date and Date of Invoice Receipt	Count of Invoices Transmitted in Reporting Period	Mean Time to Deliver Invoices (Days)	Retail/Analog Benchmark (Business Days)	Met/Not Met Relative to Benchmark
Resale CRIS Bills	77	19	4.05	6	Met

3.1.3   Analysis of Completeness of Usage Charges

Table V-1.5 reflects the evaluation of billed versus expected usage charges associated with calls placed during the Usage Tests conducted in April 2000 and January 2001. Entries are broken out by the type of usage charge listed on the bills (e.g., local, toll, Directory Assistance, etc.).

Table V-1.5: BLG7 Bill Validation Dollar Based Billing Accuracy Analysis - Usage Charges

Usage Billing Elements	Usage Per EMI Records	Usage Per BLS Invoice	Usage Variance	Billed Amount Per KCI	Billed Amount Per BLS	Net Billing Variance
Operator Assisted	26	26	0	$161.95	$159.31	$(2.64)
Customer Dialed	33	23	10	$16.20	$16.37	$0.17
3rd Numbers	24	25	1	$58.02	$60.52	$2.50
Collect	21	19	2	$54.45	$48.63	$(5.82)
Local	56	50	6	$0.00	$0.26	$0.26
DACC	21	19	2	$0.70	$0.70	$0.00
Total (All Usage Billing Elements)	**181**	**162**	**21**	**$291.32**	**$285.79**	**$(5.53)**

3.1.4   Analysis of Overall Billing Accuracy

Table V-1.6 reflects the overall invoice bill accuracy, as defined by the BellSouth metric, of all test cases evaluated. Results listed in the table include test cases for the CRIS paper, CRIS FTP, and CRIS DAB CD-ROM formats. Overall billed versus expected usage charges revealed a 96.01% accuracy rating as indicated in Table V-1.6: Overall Billing Accuracy Analysis. The variance listed in Table V-1.6 resulted from the items listed in Table V-1.3 under evaluation criterion BLG-7-1-19.

Table V-1.6: BLG7 - Overall Billing Accuracy Analysis

All Bill Types (CRIS Resale)	Total Billed Revenue	Absolute Value of Difference	Invoice Accuracy[3,4]
Total Monthly Recurring (Monthly + OC&C – fractional)	$9,561.40	$47.05	99.51%
Total Non-Recurring	$1,160.31	$0.00	100.00%
Total Usage	$285.79	$11.39	96.01%
Overall Totals	$11,007.50	$58.44	99.47%

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[3] (Total Billed Revenue - |Total Adjustments[Variance]|)/Total Billed Revenues) X 100

[4] The bill validation accuracy results in Table V-1.6 are presented on a dollar-billed basis. The percentage accuracy results in the comments of evaluation criteria BLG-7-1-11 are presented on a test-case-match basis.