### E.    Test Results: Metrics Calculation and Reporting Verification and Validation Review (PMR5)

### *1.0    Description*

The objective of the Calculation and Reporting Verification and Validation Review (PMR5) was to evaluate the accuracy of the information produced by BellSouth's Service Quality Measurements (SQM) report production processes. In this evaluation, KCI determined whether BellSouth's SQM calculations were accurately reported for all Competitive Local Exchange Carriers (CLECs) combined ("the CLEC aggregate") and for BellSouth retail in October 1999.[1]  KCI based its evaluations on the raw data and computation instructions provided by BellSouth.[2]

This evaluation complements the related Performance Measures Evaluation conducted under the *Master Test Plan*, which focused on the SQMs reported for the KCI test CLEC for all months of the transactions testing period.

### *2.0    Methodology*

This section summarizes the test methodology.

### *2.1    Business Process Description*

The procedures supporting metrics reporting at BellSouth are described in Section VIII, "Performance Metrics Review Overview."

### *2.2    Scenarios*

Scenarios were not applicable to this test.

### *2.3    Test Targets & Measures*

The test target for the Calculation and Reporting Verification and Validation was the set of values reported by BellSouth for the various SQMs.  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."

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[1] For certain SQMs, BellSouth could not provide October data, in which case September or November data were provided instead.

[2] BellSouth uses the term "raw data" to describe the performance measurement data at the stage where they enter the SQM calculations.  KCI uses that nomenclature in this report.

*Table VIII-5.1: Test Target Cross-Reference*

| Process | Sub-Process | Evaluation Measure | Test Cross-Reference |
|---|---|---|---|
| Ordering | Percent Rejected Service Requests | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-1-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-1-2 |
| | Reject Interval | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-2-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-2-2 |
| | Firm Order Confirmation Timeliness | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-3-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-3-2 |
| | Speed of Answer in Ordering Center | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-4-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-4-2 |
| Provisioning | Mean Held Order Interval & Distribution Intervals | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-5-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-5-2 |
| | Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-6-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-6-2 |

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| Process | Sub-Process | Evaluation Measure | Test Cross-Reference |
|---|---|---|---|
| | Percent Missed Installation Appointments | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-7-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-7-2 |
| | Average Completion Interval and Order Completion Interval Distribution | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-8-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-8-2 |
| | Average Completion Notice Interval | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-9-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-9-2 |
| | Coordinated Customer Conversions | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-10-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-10-2 |
| | Percent Provisioning Troubles within 30 Days of Service Order Activity | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-11-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-11-2 |
| | Total Service Order Cycle Time | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-12-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-12-2 |

| Process | Sub-Process | Evaluation Measure | Test Cross-Reference |
|---|---|---|---|
| Maintenance & Repair | Missed Repair Appointments | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-13-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-13-2 |
| | Customer Trouble Report Rate | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-14-1 |
| | | KCI-calculated SQM values agree with BLS-reported SQM values | PMR-5-14-2 |
| | Maintenance Average Duration | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-15-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-15-2 |
| | Percent Repeat Troubles within 30 Days | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-16-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-16-2 |
| | Out of Service > 24 Hours | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-17-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-17-2 |
| Billing | Invoice Accuracy | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-18-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-18-2 |

| Process | Sub-Process | Evaluation Measure | Test Cross-Reference |
|---------|-------------|--------------------|-----------------------|
| | Mean Time to Deliver Invoices | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-19-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-19-2 |
| | Usage Data Delivery Accuracy | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-20-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-20-2 |
| | Usage Data Delivery Completeness | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-21-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-21-2 |
| | Usage Data Delivery Timeliness | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-22-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-22-2 |
| | Mean Time to Deliver Usage | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-23-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-23-2 |
| Operator Services (Toll) and Directory Assistance | Average Speed to Answer – Toll | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-24-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-24-2 |
| | Percent Answered within "X" Seconds – Toll | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-25-1 |

| Process | Sub-Process | Evaluation Measure | Test Cross-Reference |
|---|---|---|---|
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-25-2 |
| | Average Speed to Answer – Directory Assistance | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-26-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-26-2 |
| | Percent Answered within "X" Seconds – Directory Assistance | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-27-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-27-2 |
| E911 | Timeliness | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-28-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-28-2 |
| | Accuracy | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-29-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-29-2 |
| | Mean Interval | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-30-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-30-2 |
| Trunk Group Performance | Trunk Group Performance – Aggregate | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-31-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-31-2 |

| Process | Sub-Process | Evaluation Measure | Test Cross-Reference |
|---|---|---|---|
| | Trunk Group Service Report | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-32-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-32-2 |
| | Trunk Group Service Detail | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-33-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-33-2 |
| Collocation | Average Response Time | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-34-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-34-2 |
| | Average Arrangement Time | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-35-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-35-2 |
| | Percent of Due Dates Missed | Accuracy and completeness of reported performance measure disaggregation levels | PMR-5-36-1 |
| | | Agreement between KCI-calculated and BLS–reported SQM values | PMR-5-36-2 |

## 2.4   Data Sources

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

### *Table VIII-5.2: Data Sources for Metrics Calculation and Reporting Verification and Validation Review*

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Ordering – Reject Interval CLEC aggregate October 1999 Raw Data – CLEC Proprietary | NODS_V_OR_REJ_TMP. dmpaaa | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Ordering – Percent Rejected Service Requests CLEC aggregate October 1999 Raw Data – CLEC Proprietary | NODS_V_OR_REJ_TMP. dmpaaa | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Ordering – Percent Rejected Service Requests CLEC aggregate October 1999 Raw Data – CLEC Proprietary | NODS_V_OR_LSR_TMP .Dataaa | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Ordering – Percent Rejected Service Requests CLEC aggregate June 2000 Raw Data – CLEC Proprietary | GAReject0600.txt | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Ordering – Percent Rejected Service Requests CLEC aggregate June 2000 Raw Data – CLEC Proprietary | GARejectInterval0600.txt | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Ordering - Firm Order Confirmation (FOC) Timeliness (Non-Trunks) CLEC aggregate October 1999 Raw Data – CLEC Proprietary | NODS_V_OR_FOC_TMP .Dataaa | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Ordering - Firm Order Confirmation (FOC) Timeliness (Non-Trunks) CLEC aggregate July 2000 Raw Data – CLEC Proprietary | GAFOCnontrunk0700.txt | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Ordering - FOC Timeliness (Trunks) CLEC aggregate October 1999 Raw Data – CLEC Proprietary | NODS_V_OR_FOC_TRK _TMP.Dataaa" | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Ordering - Speed of Answer in Ordering Center BLS Retail Residence October 1999 Raw Data – BLS Proprietary | No Electronic Copy | PMR-5-A-31 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Ordering - Speed of Answer in Ordering Center BLS Retail Business October 1999 Raw Data – BLS Proprietary | REGOCT99.xls | PMR-5-A-31 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Provisioning - Mean Held Order Interval & Distribution Intervals (Non-Trunks) BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_PR_HLD_OR D_TMP.Dataaa NODS_V_PR_HLD_OR D_TMP.Dataab | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Provisioning - Mean Held Order Interval & Distribution Intervals (Non-Trunks) BLS Retail and CLEC aggregate July 2000 Raw Data – BLS and CLEC Proprietary | GAHeldOrder0700.txt | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Provisioning - Mean Held Order Interval & Distribution Intervals (Trunks) BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_PR_HLD_OR D_TRK_TMP.Dataaa | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Provisioning - Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices BLS Retail and CLEC aggregate November 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_PR_JEOPARDY_TMP.Dataaa NODS_V_PR_JEOPARDY_TMP.Dataab | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Provisioning - Percent Missed Installation Appointments (Non-trunks) BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_PR_PMI_TMP.Dataaa | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Provisioning - Percent Missed Installation Appointments (Non-trunks) BLS Retail and CLEC aggregate June 2000 Raw Data – BLS and CLEC Proprietary | GAPMI0600.txt | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Provisioning - Percent Missed Installation Appointments (Trunks) BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_PR_PMI_TRK_TMP.Dataaa | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Provisioning - Average Completion Interval / Order Completion Interval Distribution (OCI) (Non-trunks) BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_PR_OCI_TMP.Dataaa NODS_V_PR_OCI_TMP.Dataab NODS_V_PR_OCI_TMP.Dataac NODS_V_PR_OCI_TMP.Dataad NODS_V_PR_OCI_TMP.Dataae NODS_V_PR_OCI_TMP.Dataaf NODS_V_PR_OCI_TMP.Dataag | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|----------|-----------|-------------------------|--------|
| Provisioning - Average Completion Interval / Order Completion Interval Distribution (OCI) (Non-trunks) BLS Retail and CLEC aggregate June 2000 Raw Data – BLS and CLEC Proprietary | GAOCI0600.txt | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Provisioning - OCI (Trunks) BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_PR_OCI_TRK_TMP.Dataaa | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Provisioning - Average Completion Notice Interval BLS Retail and CLEC aggregate November 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_PR_ACNI_TMP.Dataaa | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Provisioning - Coordinated Customer Conversions CLEC aggregate October 1999 Raw Data –CLEC Proprietary | GAOCTCCC.XLS | PMR-5-B-80 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Provisioning - Percent Provisioning Troubles within 30 days of Service Order Activity (Non-trunks) BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_PR_TRBL_WN_30_TMP.Dataaa | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Provisioning - Percent Provisioning Troubles within 30 days of Service Order Activity (Trunks) BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_PR_TRBL_30_TRK_TMP.Dataaa | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Provisioning - Total Service Order Cycle Time BLS Retail and CLEC aggregate November 1999 Raw Data – BLS and CLEC Proprietary | Nods_v_pr_tsoct_tmp | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Maintenance and Repair - Missed Repair Appointments BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_MR_MISSED_RPR_TMP.Dataaa NODS_V_MR_MISSED_RPR_TMP.Dataab NODS_V_MR_MISSED_RPR_TMP.Dataac NODS_V_MR_MISSED_RPR_TMP.Dataad | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Maintenance and Repair - Customer Trouble Report Rate BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_MR_TRBL_RPT_RATE_TMP.Dataaa NODS_V_MR_TRBL_RPT_RATE_TMP.Dataab NODS_V_MR_TRBL_RPT_RATE_TMP.Dataac NODS_V_MR_TRBL_RPT_RATE_TMP.Dataad | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Maintenance and Repair - Customer Trouble Report Rate BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_MR_LINE_CNT_TMP.DMPaaa NODS_V_MR_LINE_CNT_TMP.DMPaab NODS_V_MR_LINE_CNT_TMP.DMPaac NODS_V_MR_LINE_CNT_TMP.DMPaad NODS_V_MR_LINE_CNT_TMP.DMPaae NODS_V_MR_LINE_CNT_TMP.DMPaaf | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Maintenance and Repair - Customer Trouble Report Rate BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | LineCount.txt CTTR1099.txt | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Maintenance and Repair - Maintenance Average Duration BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_MR_MNT_AVG_DUR_TMP.dataaa NODS_V_MR_MNT_AVG_DUR_TMP.dataab NODS_V_MR_MNT_AVG_DUR_TMP.dataac NODS_V_MR_MNT_AVG_DUR_TMP.dataad | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Maintenance and Repair - Percent Repeat Troubles within 30 Days BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_MR_RPT_TRBL_30_TMP.Dataaa NODS_V_MR_RPT_TRBL_30_TMP.Dataab NODS_V_MR_RPT_TRBL_30_TMP.Dataac NODS_V_MR_RPT_TRBL_30_TMP.Dataad | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Maintenance and Repair - Out of Service > 24 hours BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | NODS_V_MR_OOS_24_TMP.DATaaa NODS_V_MR_OOS_24_TMP.DATaab NODS_V_MR_OOS_24_TMP.DATaac NODS_V_MR_OOS_24_TMP.DATaad | PMR-B-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Billing- BLS Retail and CLEC aggregate October 1999 Raw Data – BLS and CLEC Proprietary | E&YOCT~1.xls | PMR-5-D-3 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Billing- BLS Retail and CLEC aggregate June 2000 Raw Data – BLS and CLEC Proprietary | EY060~1.xls | PMR-5-D-3 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Billing- BLS Retail and CLEC aggregate August 2000 Raw Data – BLS and CLEC Proprietary | EY080~1.xls | PMR-5-D-3 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Operator Services (Toll) and Directory Assistance – November 1999 Raw Data – BLS and CLEC Proprietary | Nov_da.xls | PMR-5-D-17 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|----------|-----------|------------------------|--------|
| Operator Services (Toll) and Directory Assistance – November 1999 Raw Data – BLS and CLEC Proprietary | Nov_toll.xls | PMR-5-D-17 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Operator Services (Toll) and Directory Assistance – November 1999 Raw Data – BLS and CLEC Proprietary | KPMG_e~1.xls | PMR-5-D-17 | BLS – Interconnection Operations – CLEC Performance Measurements |
| E911 – October 1999 Raw Data – BLS and CLEC Proprietary | fsoi1099 | PMR-5-D-22 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Trunk Group Performance – Trunk Group Performance Aggregate September 1999 Raw Data – CLEC Proprietary | blk099ga.zip blk099ga.dct ct089ag.txt ct089fl.txt ct089klm.txt ct089nst.txt | PMR-5-D-31 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Trunk Group Performance – Trunk Group Service Report and Detail September 1999 Raw Data – BLS and CLEC Proprietary | RSTEWART.txt sujanctt.txt SUJANLOC.txt | PMR-5-D-38 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Collocation – CLEC aggregate October 1999 Raw Data –CLEC Proprietary | GA1099RS.xls | PMR-5-D-10 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Ordering – Percent Reject Service Requests (Total Mechanized) CLEC aggregate October 1999 Report  – CLEC Proprietary | %Reject Svc Request Total Mech SQM.txt | PMR-5-A-1 | BLS (PMAP Web site) |
| Ordering – Percent Rejected Service Requests (Partially Mechanized) CLEC aggregate October 1999 Report  – CLEC Proprietary | %Reject Svc Request Partly Mech SQM.txt | PMR-5-A-1 | BLS (PMAP Web site) |

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| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Ordering – Percent Rejected Service Requests (Fully Mechanized) CLEC aggregate October 1999 Report – CLEC Proprietary | %Reject Svc Request Fully Mech SQM.txt | PMR-5-A-1 | BLS (PMAP Web site) |
| Ordering – Percent Rejected Service Requests (Non-Mechanized) CLEC aggregate October 1999 Report – CLEC Proprietary | %Reject Svc Request Non-Mech SQM.txt | PMR-5-A-1 | BLS (PMAP Web site) |
| Ordering – Percent Reject Service Requests (Total Mechanized) CLEC aggregate June 2000 Report – CLEC Proprietary | %Reject Svc Request Total Mech SQM.txt | PMR-5-A-1 | BLS (PMAP Web site) |
| Ordering – Percent Rejected Service Requests (Partially Mechanized) CLEC aggregate June 2000 Report – CLEC Proprietary | %Reject Svc Request Partly Mech SQM.txt | PMR-5-A-1 | BLS (PMAP Web site) |
| Ordering – Percent Rejected Service Requests (Fully Mechanized) CLEC aggregate June 2000 Report – CLEC Proprietary | %Reject Svc Request Fully Mech SQM.txt | PMR-5-A-1 | BLS (PMAP Web site) |
| Ordering – Percent Rejected Service Requests (Non-Mechanized) CLEC aggregate June 2000 Report – CLEC Proprietary | %Reject Svc Request Non-Mech SQM.txt | PMR-5-A-1 | BLS (PMAP Web site) |
| Ordering – Reject Interval (Total Mechanized) CLEC aggregate October 1999 Report – CLEC Proprietary | Reject Interval Total Mech SQM.txt | PMR-5-A-8 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Ordering – Reject Interval (Partially Mechanized) CLEC aggregate October 1999 Report – CLEC Proprietary | Reject Interval Partially Mech SQM.txt | PMR-5-A-8 | BLS (PMAP Web site) |
| Ordering – Reject Interval (Fully Mechanized) CLEC aggregate October 1999 Report – CLEC Proprietary | Reject Interval Fully Mech SQM.txt | PMR-5-A-8 | BLS (PMAP Web site) |
| Ordering – Reject Interval (Non-Mechanized) CLEC aggregate October 1999 Report – CLEC Proprietary | Reject Interval Non-Mech SQM.txt | PMR-5-A-8 | BLS (PMAP Web site) |
| Ordering – FOC Timeliness (Total Mechanized) CLEC aggregate October 1999 Report – CLEC Proprietary | FOC Timeliness Total Mech SQM.txt | PMR-5-A-15 | BLS (PMAP Web site) |
| Ordering – FOC Timeliness (Partially Mechanized) CLEC aggregate October 1999 Report – CLEC Proprietary | FOC Timeliness Partially Mech SQM.txt | PMR-5-A-15 | BLS (PMAP Web site) |
| Ordering – FOC Timeliness (Fully Mechanized) CLEC aggregate October 1999 Report – CLEC Proprietary | FOC Timeliness Fully Mech SQM.txt | PMR-5-A-15 | BLS (PMAP Web site) |
| Ordering – FOC Timeliness (Non-Mechanized) CLEC aggregate October 1999 Report – CLEC Proprietary | FOC Timeliness Non-Mech SQM.txt | PMR-5-A-15 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Ordering – <br> FOC Timeliness <br> (Total Mechanized) <br> CLEC aggregate <br> July 2000 Report – CLEC Proprietary | FOC Timeliness Total Mech SQM.txt | PMR-5-A-15 | BLS (PMAP Web site) |
| Ordering – <br> FOC Timeliness <br> (Partially Mechanized) <br> CLEC aggregate <br> July 2000 Report – CLEC Proprietary | FOC Timeliness Partially Mech SQM.txt | PMR-5-A-15 | BLS (PMAP Web site) |
| Ordering – <br> FOC Timeliness <br> (Fully Mechanized) <br> CLEC aggregate <br> July 2000 Report – CLEC Proprietary | FOC Timeliness Fully Mech SQM.txt | PMR-5-A-15 | BLS (PMAP Web site) |
| Ordering – <br> FOC Timeliness <br> (Non-Mechanized) <br> CLEC aggregate <br> July 2000 Report – CLEC Proprietary | FOC Timeliness Non-Mech SQM.txt | PMR-5-A-15 | BLS (PMAP Web site) |
| Ordering – <br> FOC Timeliness <br> (Trunks) <br> CLEC aggregate <br> October 1999 Report – CLEC Proprietary | FOC Timeliness Trunks (Total) SQM.txt | PMR-5-A-22 | BLS (PMAP Web site) |
| Ordering – <br> FOC Timeliness <br> (Trunks) <br> CLEC aggregate <br> October 1999 Report – CLEC Proprietary | FOC Timeliness Trunks (% to Total) SQM.txt | PMR-5-A-22 | BLS (PMAP Web site) |
| Ordering - <br> Speed of Answer in Ordering Center <br> BST Retail and CLEC aggregate <br> October 1999 Report – BLS and CLEC Proprietary | Speed of Answer in Ordering Center SQM.txt | PMR-5-A-29 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Provisioning – Mean Held Order Interval & Distribution Intervals (Non-trunks) BLS Retail and CLEC aggregate October 1999 Report – BLS and CLEC Proprietary | Held Order Intvl & Mean SQM.txt | PMR-5-B-1 | BLS (PMAP Web site) |
| Provisioning – Mean Held Order Interval & Distribution Intervals (Non-trunks) BLS Retail and CLEC aggregate July 2000 Report – BLS and CLEC Proprietary | Held Order Intvl & Mean SQM.txt | PMR-5-B-1 | BLS (PMAP Web site) |
| Provisioning – Mean Held Order Interval & Distribution Intervals (Trunks) BLS Retail and CLEC aggregate October 1999 Report – BLS and CLEC Proprietary | Held Order Intvl & Mean Trunks SQM.txt | PMR-5-B-8 | BLS (PMAP Web site) |
| Provisioning - Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices BLS Retail and CLEC aggregate November 1999 Report– BLS and CLEC Proprietary | Jeopardy Interval & % Jeopardy SQM.txt | PMR-5-B-64 | BLS (PMAP Web site) |
| Provisioning - Percent Missed Installation Appointments (Non-trunks) BLS Retail and CLEC aggregate October 1999 Report – BLS and CLEC Proprietary | % Missed Installation Appmts SQM.txt | PMR-5-B-43 | BLS (PMAP Web site) |
| Provisioning - Percent Missed Installation Appointments (Non-trunks) BLS Retail and CLEC aggregate June 2000 Report – BLS and CLEC Proprietary | % Missed Installation Appmts SQM.txt | PMR-5-B-43 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Provisioning - Percent Missed Installation Appointments (Trunks) BLS Retail and CLEC aggregate October 1999 Report – BLS and CLEC Proprietary | % Missed Installation Appmts Trunks SQM.txt | PMR-5-B-50 | BLS (PMAP Web site) |
| Provisioning – Average Completion Interval / Order Completion Interval Distribution (OCI) – Plain Old Telephone Service (POTS) Dispatch BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | OCI POTS Dispatch SQM.txt | PMR-5-B-15 | BLS (PMAP Web site) |
| Provisioning – OCI POTS Non-Dispatch BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | OCI POTS Non-Dispatch SQM.txt | PMR-5-B-15 | BLS (PMAP Web site) |
| Provisioning – OCI Unbundled Network Element (UNE) Dispatch BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | OCI UNE Dispatch SQM.txt | PMR-5-B-15 | BLS (PMAP Web site) |
| Provisioning – OCI UNE Non-Dispatch BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | OCI UNE Non-Dispatch SQM.txt | PMR-5-B-15 | BLS (PMAP Web site) |
| Provisioning – OCI Non-UNE Design Dispatch BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | OCI Non-UNE Design - Dispatch SQM.txt | PMR-5-B-15 | BLS (PMAP Web site) |
| Provisioning – OCI Non-UNE Design Non-Dispatch BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | OCI Non-UNE Design - Non-Dspch SQM.txt | PMR-5-B-15 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Provisioning – Average Completion Interval / Order Completion Interval Distribution (OCI) – Plain Old Telephone Service (POTS) Dispatch BLS Retail and CLEC aggregate June 2000 Report– BLS and CLEC Proprietary | OCI POTS Dispatch SQM.txt | PMR-5-B-15 | BLS (PMAP Web site) |
| Provisioning – OCI POTS Non-Dispatch BLS Retail and CLEC aggregate June 2000 Report– BLS and CLEC Proprietary | OCI POTS Non-Dispatch SQM.txt | PMR-5-B-15 | BLS (PMAP Web site) |
| Provisioning – OCI Unbundled Network Element (UNE) Dispatch BLS Retail and CLEC aggregate June 2000 Report– BLS and CLEC Proprietary | OCI UNE Dispatch SQM.txt | PMR-5-B-15 | BLS (PMAP Web site) |
| Provisioning – OCI UNE Non-Dispatch BLS Retail and CLEC aggregate June 2000 Report– BLS and CLEC Proprietary | OCI UNE Non-Dispatch SQM.txt | PMR-5-B-15 | BLS (PMAP Web site) |
| Provisioning – OCI Non-UNE Design Dispatch BLS Retail and CLEC aggregate June 2000 Report– BLS and CLEC Proprietary | OCI Non-UNE Design - Dispatch SQM.txt | PMR-5-B-15 | BLS (PMAP Web site) |
| Provisioning – OCI Non-UNE Design Non-Dispatch BLS Retail and CLEC aggregate June 2000 Report– BLS and CLEC Proprietary | OCI Non-UNE Design - Non-Dspch SQM.txt | PMR-5-B-15 | BLS (PMAP Web site) |
| Provisioning – OCI Trunks BLS Retail and CLEC aggregate October 1999 Report – BLS and CLEC Proprietary | OCI Local Interconnection Trunks SQM.txt | PMR-5-B-22 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Provisioning - Average Completion Notice Interval BLS Retail and CLEC aggregate November 1999 Report – BLS and CLEC Proprietary | Avg Completion Notice Intvl SQM.txt | PMR-5-B-71 | BLS (PMAP Web site) |
| Provisioning - Coordinated Customer Conversions CLEC aggregate October 1999 Report – CLEC Proprietary | Coordinated_Customer_ Conversions_Aggregate_ 101999.xls | PMR-5-B-78 | BLS (PMAP Web site) |
| Provisioning - Percent Provisioning Troubles within 30 days of Service Order Activity (Non-trunks) BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | % Prov. Trouble within 30 Days SQM.txt | PMR-5-B-29 | BLS (PMAP Web site) |
| Provisioning - Percent Provisioning Troubles within 30 days of Service Order Activity (Non-trunks) BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | % Prov. Trouble with 30 Days POTS SQM.txt | PMR-5-B-29 | BLS (PMAP Web site) |
| Provisioning - Percent Provisioning Troubles within 30 days of Service Order Activity (Trunks) BLS Retail and CLEC aggregate October  1999 Report– BLS and CLEC Proprietary | % Prov. Trouble within 30 Days Trunk SQM.txt | PMR-5-B-36 | BLS (PMAP Web site) |
| Provisioning - Total Service Order Cycle Time (Fully Mechanized) BLS Retail and CLEC aggregate November 1999 Report– BLS and CLEC Proprietary | TSOCT Fully Mech SQM.txt | PMR-5-B-57 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Provisioning - Total Service Order Cycle Time (Partially Mechanized) BLS Retail and CLEC aggregate November 1999 Report– BLS and CLEC Proprietary | TSOCT Partially Mech SQM.txt | PMR-5-B-57 | BLS (PMAP Web site) |
| Provisioning - Total Service Order Cycle Time (Non-Mechanized) BLS Retail and CLEC aggregate November 1999 Report– BLS and CLEC Proprietary | TSOCT Non-Mech SQM.txt | PMR-5-B-57 | BLS (PMAP Web site) |
| Maintenance and Repair - Missed Repair Appointments BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | 101999~1.xls | PMR-5-C-1 | BLS (PMAP Web site) |
| Maintenance and Repair - Customer Trouble Report Rate BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | 101999~1.xls | PMR-5-C-8 | BLS (PMAP Web site) |
| Maintenance and Repair - Maintenance Average Duration BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | 101999~1.xls | PMR-5-C-15 | BLS (PMAP Web site) |
| Maintenance and Repair - Percent Troubles within 30 days BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | 101999~1.xls | PMR-5-C-22 | BLS (PMAP Web site) |
| Maintenance and Repair - Out of Service > 24 hours BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | 101999~1.xls | PMR-5-C-29 | BLS (PMAP Web site) |
| Billing - Invoice Accuracy BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | Invoice Accuracy SQM (Region).xls | PMR-5-D-1 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Billing - Invoice Accuracy BLS Retail and CLEC aggregate August 2000 Report– BLS and CLEC Proprietary | Invoice Accuracy SQM (Region).xls | PMR-5-D-1 | BLS (PMAP Web site) |
| Billing - Mean Time to Deliver Invoices BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | Mean Time to Deliver Invoices SQM (Reg).xls | PMR-5-D-1 | BLS (PMAP Web site) |
| Billing - Mean Time to Deliver Invoices BLS Retail and CLEC aggregate August 2000 Report– BLS and CLEC Proprietary | Mean Time to Deliver Invoices SQM (Reg).xls | PMR-5-D-1 | BLS (PMAP Web site) |
| Billing - Usage Data Delivery Accuracy BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | Usage Data Delivery Accuracy SQM.xls | PMR-5-D-1 | BLS (PMAP Web site) |
| Billing - Usage Data Delivery Accuracy BLS Retail and CLEC aggregate June 2000 Report– BLS and CLEC Proprietary | Usage Data Delivery Accuracy SQM.xls | PMR-5-D-1 | BLS (PMAP Web site) |
| Billing - Usage Data Delivery Completeness, Timeliness and Mean Time to Deliver Usage BLS Retail and CLEC aggregate October 1999 Report– BLS and CLEC Proprietary | Usage Timeliness & Completeness SQM.xls | PMR-5-D-1 | BLS (PMAP Web site) |
| Billing - Usage Data Delivery Completeness, Timeliness and Mean Time to Deliver Usage BLS Retail and CLEC aggregate June 2000 Report– BLS and CLEC Proprietary | Usage Timeliness & Completeness SQM.xls | PMR-5-D-1 | BLS (PMAP Web site) |

| Document | File Name | Location in Work Papers | Source |
|----------|-----------|-------------------------|--------|
| Operator Services (Toll) and Directory Assistance - Average Speed to Answer (Toll) November 1999 Report– BLS and CLEC Proprietary | Speed to Answer Performance OS Toll SQM.txt | PMR-5-D-15 | BLS (PMAP Web site) |
| Operator Services (Toll) and Directory Assistance - Average Speed to Answer (DA) November 1999 Report– BLS and CLEC Proprietary | Speed to Answer Performance OS DA SQM.txt | PMR-5-D-15 | BLS (PMAP Web site) |
| E911 - Timeliness October 1999 Report– BLS and CLEC Proprietary | 101999~2.xls | PMR-5-D-22 | BLS (PMAP Web site) |
| E911 - Accuracy October 1999 Report– BLS and CLEC Proprietary | 101999~2.xls | PMR-5-D-22 | BLS (PMAP Web site) |
| E911 - Mean Interval October 1999 Report– BLS and CLEC Proprietary | 101999~2.xls | PMR-5-D-22 | BLS (PMAP Web site) |
| Trunk Group Performance - Common Transport Trunk Group (CTTG) Report Summary September 1999 Report– BLS and CLEC Proprietary | All2.doc | PMR-5-D-36 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Trunk Group Performance - CLEC Trunk Group Service Report Summary September 1999 Report– BLS and CLEC Proprietary | Clecal9.doc | PMR-5-D-36 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Trunk Group Performance - Local Network Group Service Report Summary September 1999 Report– BLS and CLEC Proprietary | Local9.doc | PMR-5-D-36 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Trunk Group Performance - BellSouth CLEC Blocking Reports – Detailed Listing September 1999 Report– BLS and CLEC Proprietary | Clecgt9.doc | PMR-5-D-36 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Trunk Group Performance - BellSouth Local Network Blocking Reports – Detailed Listing September 1999 Report– BLS and CLEC Proprietary | Locgt9.doc | PMR-5-D-36 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Trunk Group Performance - Trunk Group Performance Aggregate September 1999 Report – CLEC Proprietary | Sept_tnkgp_Agg.xls | PMR-5-D-29 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Collocation - Average Response Time CLEC aggregate October 1999 Report – CLEC Proprietary | AGGGA.xls | PMR-5-D-8 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Collocation - Average Arrangement Time CLEC aggregate October 1999 Report – CLEC Proprietary | AGGGA.xls | PMR-5-D-8 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Collocation - Percent of Due Dates Missed CLEC aggregate October 1999 Report– CLEC Proprietary | AGGGA.xls | PMR-5-D-8 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Operator Services (Toll) and Directory Assistance – computation instructions – BLS and CLEC Proprietary | KPMGin~1.doc | PMR-5-D-16 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Speed of Answer in Ordering Center – computation instructions – BLS and CLEC Proprietary | ASA.doc | O&P-7-A-30 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Billing – Process Flow Documentation – BLS Proprietary | BILLIN~1.doc | PMR-5-D-2 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Billing – Updated Process Flow Documentation – BLS Proprietary | BILLIN~1.doc | PMR-5-D-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Billing – Mapping of OCNs/ACNAs to CLECs October 1999– BLS and CLEC Proprietary | RQ_COM~1.xls | PMR-5-D-2 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Billing – Mapping of OCNs/ACNAs to CLECs June 2000– BLS and CLEC Proprietary | JUN_00.xls | PMR-5-D-3 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Billing – Mapping of OCNs/ACNAs to CLECs August 2000– BLS and CLEC Proprietary | NODSRQ08.xls | PMR-5-D-3 | BLS – Interconnection Operations – CLEC Performance Measurements |
| E911 – computation instructions – BLS and CLEC Proprietary | E911_i~1.doc | PMR-5-D-23 | BLS – Interconnection Operations – CLEC Performance Measurements |
| E911 – computation instructions – BLS and CLEC Proprietary | E911_i~3.doc | PMR-5-D-23 | BLS – Interconnection Operations – CLEC Performance Measurements |
| E911 – Revised computation instructions – BLS and CLEC Proprietary | E911KPMG.DOC | PMR-5-D-23 | BLS – Interconnection Operations – CLEC Performance Measurements |
| E911 – Revised computation instructions – BLS and CLEC Proprietary | DURATI~1.DOC | PMR-5-D-23 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Trunk Group Performance – Trunk Group Blocking Detail Report computation instructions – BLS and CLEC Proprietary | Trkgrpdt.doc | PMR-5-D-37 | BLS – Interconnection Operations – CLEC Performance Measurements |

| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| Trunk Group Performance – Trunk Group Blocking Summary Report computation instructions – BLS and CLEC Proprietary | Trkgrpsm.doc | PMR-5-D-37 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Trunk Group Performance – Trunk Group Blocking Detail Report computation instructions – BLS and CLEC Proprietary | Trunkg~1.doc | PMR-5-D-37 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Trunk Group Performance – Trunk Group Blocking Summary Report computation instructions – BLS and CLEC Proprietary | Trunkg~2.doc | PMR-5-D-37 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Trunk Group Performance – Trunk Group Performance Aggregate Report Computation instructions – CLEC Proprietary | Data processing document for KPMG.doc | PMR-5-D-30 | BLS – Interconnection Operations – CLEC Performance Measurements |
| Comments on existence of unique key for Provisioning SQMs – BLS and CLEC Proprietary | KPMGrd1.doc | PMR-4-C-17 | BLS – Interconnection Operations – CLEC Performance Measurements |
| PMAP Raw Data User Manual – Version 2.0 – October 15, 1999 | PMAP Raw Data Manual Oct 15 ver.doc | PMR-A-1 | BLS (PMAP Web site) |
| PMAP Raw Data User Manual – Version 2.0 – December 15, 1999 | Raw Data Documentation v2_0 - December 15.doc | PMR-A-2 | BLS (PMAP Web site) |
| PMAP Raw Data User Manual – Version 2.0.4 – February 15, 1999 | Raw Data Documentation v2.0.4 - Feb 15 2000.doc | PMR-A-3 | 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) |

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| Document | File Name | Location in Work Papers | Source |
|---|---|---|---|
| 10/22/99 SQM documentation | No Electronic Copy | PMR-A-9 | BLS (PMAP Web site) |
| May 2000 SQM documentation | No Electronic Copy | PMR-A-11 | BLS (PMAP Web site) |
| October 2000 SQM documentation | No Electronic Copy | PMR-A-13 | BLS (PMAP Web site) |
| KCI Evaluation Criteria and Results Table | Table_V_5_3.doc | PMR-5-D-43 | KCI |
| KCI Evaluation Criteria and Results Source Table | Table_V_5_3_source.doc | PMR-5-D-43 | KCI |
| KCI Detailed Results Table | Table_V_5_4.doc | PMR-5-D-43 | KCI |
| KCI Detailed Results Source Table | Table_V_5_4_source.doc | PMR-5-D-43 | KCI |

*2.4.1 Data Generation/Volumes*

The data for this test were the SQM values reported by BellSouth for the CLEC aggregate and BellSouth retail operations.

*2.5    Evaluation Methods*

The Evaluation Methods for the Performance Metrics Review tests are described in Section VIII, "Performance Measures Evaluation Overview."

*2.6    Analysis Methods*

The Metrics Calculation and Reporting Verification and Validation Review included a checklist of evaluation measures developed by KCI during the preparation of test activities.   These evaluation measures provided the framework of norms, standards and guidelines for the review.

### 3.0    Results Summary

This section identifies the discrete evaluation criteria and test results.

*3.1    Results & Analysis*

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

### Table VIII-5.3: Evaluation Criteria and Results

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| *Ordering - Percent Rejected Service Requests* | | | |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| PMR-5-1-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS provides report values for every level of disaggregation, as required by the Georgia SQM documentation.<br><br>Initially, KCI determined that BLS did not report SQM values for the following level of disaggregation, as required in the 10/22/99 SQM documentation: Trunks. 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.<br><br>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.<br><br>See Exception 61 for additional information on this issue. Exception 61 is closed. |
| PMR-5-1-2 | 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.<br><br>Initially, BLS did not provide reported values for certain levels of disaggregation (see PMR-5-1-1 comments above).<br><br>Additionally, KCI was initially unable to match the BLS-reported October 1999 values for the Non Mechanized disaggregation level. BLS asked KCI to analyze any month after May 2000, because of BLS coding issues. KCI chose to review the June 2000 reports. The KCI-calculated SQM values for June matched the BLS-reported SQM values, exactly.<br><br>See Exceptions 52 and 61 for additional information on these issues. Exceptions 52 and 61 are closed. |
| *Ordering - Reject Interval* | | | |
| PMR-5-2-1 | BLS reports are correctly | Satisfied | BLS provides report values for every level of |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | disaggregated and complete. | | disaggregation, as required by the Georgia SQM documentation. |
| | | | Initially, KCI determined that BLS did not report SQM values for the following levels of disaggregation, as required in the 10/22/99 SQM document: Interconnection Trunks, Resale – Design, UNE Design, UNE Non-Design, and UNE Loop without Number Portability (NP). |
| | | | 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[3]. |
| | | | 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 61 for additional information on this issue.  Exception 61 is closed. |
| PMR-5-2-2 | 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 report SQM values for certain levels of disaggregation (see PMR-5-2-1 comments above) .  See Exception 61 for additional information on this issue. |
| | | | Also, KCI was initially unable to match the BLS-reported SQM values for the Total, Partially and Non-Mechanized levels of dissagregation. BLS later informed KCI that the use of the computation instructions in the February 2000 Raw Data User Manual would be needed in order to match the reported values.  The KCI re-calculated SQM |

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[3] BellSouth posted on the PMAP Web site an October manual that is specific for Georgia.

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | values agreed with the BLS-reported SQM values, exactly.  See Exception 52 for additional information on this issue.  Exceptions 52 and 61 are closed. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| **Ordering - *Firm Order Confirmation Timeliness*** | | | |
| PMR-5-3-1 | 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 report SQM values for the following levels of disaggregation, as required in the 10/22/99 SQM document: Interconnection Trunks, Resale Design, UNE 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 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 61 for additional information on this issue.  Exception 61 is closed. |
| PMR-5-3-2 | 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 report SQM values for certain levels of disaggregation (see PMR-5-3-1 comments above). |
| | | | Additionally, KCI was initially unable to match the BLS-reported values for the following levels of disaggregation: Fully Mechanized, Partially Mechanized, Total Mechanized, and Non-Mechanized.  In response, BLS asked KCI to analyze any month after June 2000, because of BLS coding issues.  KCI chose to review the July 2000 reports. The KCI-calculated SQM values for July matched the BLS-reported SQM values, exactly. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | See Exceptions 52 and 61 for additional information on these issues.  Exceptions 52 and 61 are closed. |
| **Ordering - Speed of Answer in Ordering Center** | | | |
| PMR-5-4-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reported a single aggregated value for each center (Business Service Center and Residence Service Center).  The May 2000 SQM documentation did not specify any required level of disaggregation. |
| PMR-5-4-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values at each level of disaggregation specified by the May 2000 SQM documentation.  Initially, KCI was unable to match the BLS-reported values for the Residence Service Center.  BLS later provided KCI with additional data and clarification regarding this issue.  The KCI re-calculated values agreed with the BLS-reported SQM values, exactly.

See Exception 23 for additional information on this issue.   Exception 23 is closed. |
| **Provisioning - Mean Held Order Interval and Distribution Intervals** | | | |
| PMR-5-5-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reported an SQM value for every level of disaggregation specified in the May 2000 SQM documentation. |
| PMR-5-5-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values at each level of disaggregation specified by the May 2000 SQM documentation.

Initially, KCI was unable to match any of the BLS-reported October SQM values for Held Order Duration for BLS Retail or CLEC aggregate in the non-trunks category.  In response, BLS asked KCI to analyze any month after June 2000, because of BLS coding issues.  KCI chose to review the July 2000 reports.  All of the July KCI-calculated SQM values matched the corresponding BLS-reported SQM values, exactly.

In the trunks category, KCI was able to match the Held Order Duration for the CLEC aggregate for October 1999, but not the number of circuits.  BLS informed KCI |

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| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | that trunk orders are very rarely held.  As a result, there has not been any data on which KCI could perform a retest for trunks.  Because of the apparent rare occurrence of held trunk orders, KCI has relied upon its analysis of the non-trunk category for this SQM. |
| | | | See Exception 52 for additional information on these issues.  Exception 52 is closed. |
| **Provisioning - Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices** | | | |
| PMR-5-6-1 | 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 report the appropriate level of disaggregation for the Interconnection Trunk SQM value, as required in the 10/22/99 SQM documentation.  See Exception 61 for additional information on this issue. |
| | | | BLS informed KCI that the 10/22/99 SQM documentation is 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 did not report the interconnection trunks category, as indicated by this documentation.  BLS updated the SQM documentation in October 2000 to indicate that trunk orders rarely experienced facility delays.  KCI concluded that it would be unlikely to view SQM values for the interconnection trunks category for the Jeopardy SQMs.  Exception 61 is closed. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| PMR-5-6-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | The SQM values 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 report SQM values for certain levels of disaggregation (see PMR-5-6-1 comments above). See Exception 61 for additional information on this issue. Exception 61 is closed. |
| *Provisioning - Percent Missed Installation Appointments* | | | |
| PMR-5-7-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reported an SQM value for every level of disaggregation specified in the May 2000 SQM documentation. |
| PMR-5-7-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values at each level of disaggregation specified by the May 2000 SQM documentation. |
| | | | Initially, KCI was unable to match several of the disaggregated SQM values for BLS Retail and CLEC aggregate in the non-trunks category for October 1999. BLS asked KCI to retest this criterion using June 2000 data and SQM reports. Additionally, BLS provided revised computation calculations. The KCI-calculated SQM values matched the BLS-reported SQM values for June, exactly. |
| | | | For the trunk category, all KCI-calculated values matched the corresponding BLS-reported values for October 1999. See Exception 86 for additional information on this issue. The issues in Exception 86 that relate to this criterion are resolved. |
| *Provisioning - Average Completion Interval / Order Completion Interval Distribution* | | | |
| PMR-5-8-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reported an SQM value for every level of disaggregation specified in the October 2000 SQM documentation. |
| | | | KCI determined that BLS reported SQM values for the levels of disaggregation required in the 10/22/99 SQM document. BLS informed KCI that the 10/22/99 SQM |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | 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 did not report the trunks category by number of circuits, as indicated by the May documentation. BLS updated the SQM documentation in October 2000, to indicate that this level of reporting was not required for the trunks category. |
| | | | See Exception 61 for additional information on this issue. Exception 61 is closed. |
| PMR-5-8-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values at each level of disaggregation specified by the May 2000 SQM documentation. |
| | | | Initially, KCI was unable to match the BLS-reported SQM values in the POTS, Design and UNE Design categories. BLS asked KCI to analyze any month after May 2000, because of BLS coding issues. KCI chose to review the June 2000 reports. All of the KCI-calculated SQM values for June matched the corresponding BLS-reported SQM values. |
| | | | See Exception 86 for additional information on this issue. The issues in Exception 86 that relate to this criterion are resolved. |
| *Provisioning - Average Completion Notice Interval* | | | |
| PMR-5-9-1 | 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 report SQM values for the following level of disaggregation, as required in the 10/22/99 SQM documentation: Interconnection Trunks. See Exception 61 for additional information on this issue. |
| | | | BLS informed KCI that the 10/22/99 SQM documentation was not specific to Georgia – that is, it is a BLS region-wide document. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | 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 did not report the trunks category, as indicated by this documentation.  BLS updated the SQM documentation in October 2000, to indicate that these levels of reporting were not required.  (As specified in the October 2000 SQM documentation, this SQM only applies to mechanized orders, whereas interconnection trunks are non-mechanized.)  Exception 61 is closed. |
| PMR-5-9-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | The SQM values 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 report SQM values for certain levels of disaggregation (see PMR-5-9-1 comments above).  See Exception 61 for additional information on this issue. |
| | | | Additionally, KCI was initially unable to match BLS-reported BLS Retail values for the Dispatch/Design disaggregation level. BLS later informed KCI that the use of the computation instructions in the February 2000 Raw Data User Manual would be needed in order to match the reported values.  The KCI re-calculated SQM values agreed with the BLS-reported SQM values, exactly.  See Exception 86 for additional information on this issue. |
| | | | Exception 61 is closed.  The issues in Exception 86 that relate to this criterion are resolved. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| **Provisioning - Coordinated Customer Conversions** | | | |
| PMR-5-10-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reported an SQM value for every level of disaggregation specified in the May 2000 SQM documentation. |
| PMR-5-10-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values at each level of disaggregation specified by the May 2000 SQM documentation. |
| | | | Initially, KCI was unable to match the BLS-reported SQM values for Conversions without Number Portability and Total Conversions.  BLS later provided additional computation instructions.  The KCI re-calculated SQM values agreed with the BLS-reported SQM values, exactly. |
| | | | See Exception 52 for additional informaton on this issue.  Exception 52 is closed. |
| **Provisioning - Percent Provisioning Troubles within 30 days of Service Order Activity** | | | |
| PMR-5-11-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reported an SQM value for every level of disaggregation specified in the May 2000 SQM documentation. |
| PMR-5-11-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Not Complete | KCI was unable to match the BLS-reported SQM values for all levels of disaggregation for both CLEC aggregate and BLS Retail reporting. Details of the discrepancies are reported in Table V-5.4 below. |
| | | | BLS reported a value for the Percent Troubles within 30 days of Provisioning in the following categories for BLS Retail Design >= 10 Circuits and CLEC aggregate POTS (Business) >= 10 circuits.  However, based upon the raw data provided by BellSouth, and the exclusions specified by the Raw Data User Manual, there were no data for these levels of disaggregation remaining from which SQM values could be calculated.  See Exception 86 for additional information on this issue. |
| | | | BLS made several corrections to the processes by which the raw data and the BLS-reported values are generated.  These corrections will affect raw data and SQM values beginning with those for February |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | 2001.  KCI will use these raw data and SQM values for its retest.  Additionally, BLS recalculated its January SQM values for this SQM, as if these corrections had already been in place.  KCI matched these recalculations, using the December 2000 *Raw Data User Manual*. |
| *Provisioning - Total Service Order Cycle Time* | | | |
| PMR-5-12-1 | 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 report SQM values for the following level of disaggregation, as required in the 10/22/99 SQM documentation: Interconnection: Trunks. 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 61 for additional information on this issue.  Exception 61 is closed. |
| PMR-5-12-2 | 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 report SQM values for certain levels of disaggregation (see PMR-5-12-1 comments above). |
| | | | Additionally, KCI was initially unable to match the BLS-reported SQM values for each report (Fully Mechanized, Partially Mechanized and Non-Mechanized). However, upon receipt of revised instructions, as provided in the May *PMAP* |

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| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | *Raw Data User Manual*, KCI was able to match all KCI-calculated values to the corresponding BLS-reported values, exactly. |
| | | | See Exceptions 61 and 86 for additional information on these issues. |
| | | | Exception 61 is closed. The issues in Exception 86 that relate to this criterion are resolved. |
| *Maintenance and Repair - Missed Repair Appointments* | | | |
| PMR-5-13-1 | 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 report SQM values for the following levels of disaggregation, as required by the 10/22/99 SQM documentation: PBX, CENTREX and ISDN; UNE 2 Wire Loop (Design and Non-Design); UNE Loop Other (Design and Non-Design); UNE Other (Design and Non-Design). |
| | | | 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 61 for additional information on this issue. Exception 61 is closed. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| PMR-5-13-2 | 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.<br><br>Initially, KCI determined that BLS did not report SQM values for certain levels of disaggregation (see PMR-5-13-1 comments above).<br><br>See Exception 61 for additional information on this issue.  Exception 61 is closed. |
| *Maintenance and Repair* - *Customer Trouble Report Rate* | | | |
| PMR-5-14-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS provides report values for every level of disaggregation, as required by the Georgia SQM documentation.<br><br>Initially, KCI determined that BLS did not report SQM values for the following levels of disaggregation, as required by  the 10/22/99 SQM documentation: PBX, CENTREX and ISDN; UNE 2 Wire Loop (Design and Non-Design); UNE Loop Other (Design and Non-Design); UNE Other (Design and Non-Design).<br>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.<br><br>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.<br><br>See Exception 61 for additional information on this issue.  Exception 61 is closed. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| PMR-5-14-2 | 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 report SQM values for certain levels of disaggregation (see PMR-5-14-1 comments above).  See Exception 61 for additional information on this issue. |
| | | | Additionally, KCI was initially unable to match the BLS-reported SQM values for both CLEC aggregate and BLS Retail reporting.  This was due to the fact that there were no records left in the denominator of the calculation after all of the exclusions were performed on the Lines in Service data file.  BLS later provided KCI with additional data, which was appended to the original Lines in Service data file.  KCI then re-analyzed the Customer Trouble Report Rate SQM, and the re-calculated SQM values agreed with the BLS-reported SQM values, exactly.  See Exception 86 for additional information on this issue. |
| | | | Exception 61 is closed.   The issues in Exception 86 that relate to this criterion are resolved. |
| *Maintenance and Repair - Maintenance Average Duration* | | | |
| PMR-5-15-1 | 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 report SQM values for the following levels of disaggregation, as required by  the 10/22/99 SQM documentation: PBX, CENTREX and ISDN; UNE 2 Wire Loop (Design and Non-Design);  UNE Loop Other (Design and Non-Design); UNE Other (Design and Non-Design). 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 |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | 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 61 for additional information on this issue.   Exception 61 is closed. |
| PMR-5-15-2 | 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 report SQM values for certain levels of disaggregation (see PMR-5-15-1 comments above) |
| | | | See Exception 61 for additional information on this issue.  Exception 61 is closed. |
| *Maintenance and Repair - Percent Repeat Troubles within 30 days* | | | |
| PMR-5-16-1 | 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 report SQM values for the following levels of disaggregation, as required by  the 10/22/99 SQM documentation: PBX, CENTREX and ISDN; UNE 2 Wire Loop (Design and Non-Design);  UNE Loop Other (Design and Non-Design); UNE Other (Design and Non-Design). |
| | | | 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 |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | level that the document indicated was appropriate for Georgia reporting. |
| | | | See Exception 61 for additional information on this issue. Exception 61 is closed. |
| PMR-5-16-2 | 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 report SQM values for certain levels of disaggregation (see PMR-5-16-1 comments above). |
| | | | See Exception 61 for additional information on this issue. Exception 61 is closed. |
| *Maintenance and Repair - Out of Service > 24 hours* | | | |
| PMR-5-17-1 | 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 report SQM values for the following levels of disaggregation, as required by the 10/22/99 SQM documentation: PBX, CENTREX and ISDN; UNE 2 Wire Loop (Design and Non-Design); UNE Loop Other (Design and Non-Design); UNE Other (Design and Non-Design). |
| | | | 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 61 for additional information on this issue. Exception 61 is closed. |

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| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| PMR-5-17-2 | 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 determined that BLS did not report SQM values for certain levels of disaggregation (see PMR-5-17-1 comments above).<br><br>See Exception 61 for additional information on this issue.  Exception 61 is closed. |
| *Billing – Invoice Accuracy* | | | |
| PMR-5-18-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reported an SQM value for every level of disaggregation specified in the May 2000 SQM documentation. |
| PMR-5-18-2 | 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 BLS-reported CLEC aggregate SQM values.<br><br>KCI then provided additional computation instructions and an updated list of CLECs to be included in the report (excluding BLS's own test accounts, and specific to the month being reported).  KCI re-tested this criterion for the month of August 2000.  The SQM values calculated by KCI matched the corresponding values reported by BLS exactly.<br><br>See Exception 52 for additional information on this issue.  Exception 52 is closed. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| *Billing – Mean Time to Deliver Invoices* | | | |
| PMR-5-19-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reported an SQM value for every level of disaggregation specified in the May 2000 SQM documentation. |
| PMR-5-19-2 | 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 was unable to match the BLS-reported "Mean Time to Deliver CABS Bills" value for the Interconnection type service.

KCI then provided an updated list of CLECs to be included in the report (excluding BLS's own test accounts, and specific to the month being reported).  KCI re-tested this criterion for the month of August 2000.  The SQM values calculated by KCI matched the corresponding values reported by BLS exactly.

See Exception 52 for additional information on this issue.  Exception 52 is closed. |
| *Billing – Usage Data Delivery Accuracy* | | | |
| PMR-5-20-1 | BLS reports are correctly disaggregated and complete. | Satisfied | No disaggregation is required by the SQM guidelines. |
| PMR-5-20-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values, exactly.

Initially, KCI was unable to match the BLS-reported "Total Data Packs Sent" value. BLS updated their report, and KCI was able to match its calculations to the updated BLS-reported values, exactly.  KCI also was able to match its calculated values to  BLS-reported values for the June 2000 SQM report.

See Exception 52 for additional information on this issue.  Exception 52 is closed. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| **Billing – Usage Data Delivery Completeness** | | | |
| PMR-5-21-1 | BLS reports are correctly disaggregated and complete. | Satisfied | No disaggregation is required by the SQM guidelines. |
| PMR-5-21-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values, exactly.<br><br>Initially, KCI was unable to match the BLS-reported "Day > 30 Cumulative % Completeness Benchmark" value for the CLEC aggregate and BLS Retail.  Then, BLS provided an updated report.  KCI was able to match its calculated values to the BLS-reported values in this updated report, exactly.  KCI also was able to match its calculated values to BLS-reported values for the June 2000 SQM report.<br><br>See Exception 52 for additional information on this issue.  Exception 52 is closed. |
| **Billing – Usage Data Delivery Timeliness** | | | |
| PMR-5-22-1 | BLS reports are correctly disaggregated and complete. | Satisfied | No disaggregation is required by the SQM guidelines. |
| PMR-5-22-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values, exactly. |
| **Billing – Mean Time to Deliver Usage** | | | |
| PMR-5-23-1 | BLS reports are correctly disaggregated and complete. | Satisfied | No disaggregation is required by the SQM guidelines. |
| PMR-5-23-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values, exactly.<br><br>Initially, KCI was unable to match the BLS-reported SQM values for CLEC aggregate and BLS Retail reporting.  Then, BLS provided an updated report.  KCI was able to match its calculated values to the BLS-reported values in this updated report, exactly.  KCI also was able to match its calculated values to BLS-reported values for the June 2000 SQM report.<br><br>See Exception 52 for additional information on this issue.  Exception 52 is closed. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| *Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll)* | | | |
| PMR-5-24-1 | BLS reports are correctly disaggregated and complete. | Satisfied | No disaggregation is required by the SQM guidelines. |
| PMR-5-24-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values, exactly. |
| *Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds–(Toll)* | | | |
| PMR-5-25-1 | BLS reports are correctly disaggregated and complete. | Satisfied | No disaggregation is required by the SQM guidelines. |
| PMR-5-25-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values, exactly. |
| *Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Directory Assistance)* | | | |
| PMR-5-26-1 | BLS reports are correctly disaggregated and complete. | Satisfied | No disaggregation is required by the SQM guidelines. |
| PMR-5-26-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values, exactly. |
| *Operator Services (Toll) and Directory Assistance – Percent Answered within "X" Seconds (Directory Assistance)* | | | |
| PMR-5-27-1 | BLS reports are correctly disaggregated and complete. | Satisfied | No disaggregation is required by the SQM guidelines. |
| PMR-5-27-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values, exactly. |
| *E911 – Timeliness* | | | |
| PMR-5-28-1 | BLS reports are correctly disaggregated and complete. | Satisfied | No disaggregation is required by the SQM guidelines. |
| PMR-5-28-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values, exactly. Initially, KCI was unable to match the BLS-reported SQM values for each category of Percent Answered within a range of hours. BLS later provided revised computation instructions.  The KCI re-calculated SQM values agreed with the BLS-reported SQM values, exactly. See Exception 52 for additional informa-tion |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| | | | on this issue.  Exception 52 is closed. |
| *E911 – Accuracy* | | | |
| PMR-5-29-1 | BLS reports are correctly disaggregated and complete. | Satisfied | No disaggregation is required by the SQM guidelines. |
| PMR-5-29-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values, exactly. |
| *E911 – Mean Interval* | | | |
| PMR-5-30-1 | BLS reports are correctly disaggregated and complete. | Satisfied | No disaggregation is required by the SQM guidelines. |
| PMR-5-30-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values, exactly. Initially, KCI was unable to match the BLS-reported SQM value.  BLS later provided revised computation instructions.  The KCI re-calculated SQM values agreed with the BLS-reported SQM values, exactly. See Exception 52 for additional information on this issue.  Exception 52 is closed. |
| *Trunk Group Performance – Trunk Group Performance – Aggregate* | | | |
| PMR-5-31-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reports an SQM value for the level of disaggregation specified in the May 2000 SQM documentation. |
| PMR-5-31-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values at each level of disaggregation specified by the May 2000 SQM documentation. |
| *Trunk Group Performance – Trunk Group Service Report* | | | |
| PMR-5-32-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reports an SQM value for the level of disaggregation specified in the May 2000 SQM documentation. |
| PMR-5-32-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values at each level of disaggregation specified by the May 2000 SQM documentation. |

| Test Cross-Reference | Evaluation Criteria | Result | Comments |
|---|---|---|---|
| *Trunk Group Performance – Trunk Group Service Detail* | | | |
| PMR-5-33-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reports an SQM value for the level of disaggregation specified in the May 2000 SQM documentation. |
| PMR-5-33-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values at each level of disaggregation specified by the May 2000 SQM documentation. |
| *Collocation – Average Response Time* | | | |
| PMR-5-34-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reports an SQM value for every level of disaggregation specified in the May 2000 SQM documentation. |
| PMR-5-34-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values at every level of disaggregation specified by the May 2000 SQM documentation. |
| *Collocation – Average Arrangement Time* | | | |
| PMR-5-35-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reports an SQM value for every level of disaggregation specified in the May 2000 SQM documentation. |
| PMR-5-35-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values at every level of disaggregation specified by the May 2000 SQM documentation. |
| *Collocation – Percent of Due Dates Missed* | | | |
| PMR-5-36-1 | BLS reports are correctly disaggregated and complete. | Satisfied | BLS reports an SQM value for every level of disaggregation specified in the May 2000 SQM documentation. |
| PMR-5-36-2 | KCI-calculated SQM values agree with BLS-reported SQM values. | Satisfied | KCI was able to match the BLS-reported values at every level of disaggregation specified by the May 2000 SQM documentation. |

Table VIII-5.4 below displays the instances where the KCI-calculated SQM values did not match the BellSouth-reported SQM values for averages, overall percentages, or total product aggregates. This table does not show the instances in which the values for disaggregated interval distributions did not match, nor does it show the instances in which the values did not match at highly disaggregated product levels.

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## *Table VIII-5.4: Details of Results*

| Test Cross-Reference | Month | Level of Disaggregation | KCI-Calculated SQM Value | BLS-Reported SQM Value |
|---|---|---|---|---|
| PMR-5-11-2 | October 1999 | BLS Retail POTS-Residence Total Percent Troubles within 30 days for the < 10 Circuits category | 15.18% | 15.40% |
| PMR-5-11-2 | October 1999 | BLS Retail POTS-Residence Total Percent Troubles within 30 days for the >= 10 Circuits category | 7.32% | 7.59% |
| PMR-5-11-2 | October 1999 | BLS Retail POTS-Business Total Percent Troubles within 30 days for the < 10 Circuits category | 12.32% | 10.12% |
| PMR-5-11-2 | October 1999 | BLS Retail POTS-Business Total Percent Troubles within 30 days for the >= 10 Circuits category | 11.90% | 5.62% |
| PMR-5-11-2 | October 1999 | BLS Retail Design TotalPercent Troubles within 30 days for the < 10 Circuits category | 2.27% | 2.04% |
| PMR-5-11-2 | October 1999 | CLEC aggregate POTS-Residence Total Percent Troubles within 30 days for the < 10 Circuits category | 16.73% | 15.55% |
| PMR-5-11-2 | October 1999 | CLEC aggregate POTS-Business Total Percent Troubles within 30 days for the < 10 Circuits category | 11.01% | 14.06% |
| PMR-5-11-2 | October 1999 | CLEC aggregate Design Total Percent Troubles within 30 days for the < 10 Circuits category | 0.69% | 0.97% |

| Test Cross-Reference | Month | Level of Disaggregation | KCI-Calculated SQM Value | BLS-Reported SQM Value |
|---|---|---|---|---|
| PMR-5-11-2 | October 1999 | CLEC aggregate UNE Design Total Percent Troubles within 30 days for the < 10 Circuits category | 0.57% | 0.99% |
| PMR-5-11-2 | October 1999 | CLEC aggregate UNE Non-Design Total Percent Troubles within 30 days for the < 10 Circuits category | 0.00% | 0.08% |
| PMR-5-11-2 | October 1999 | BLS Retail Local Interconnection Trunks % Trouble | 0.16% | 0.04% |
| PMR-5-11-2 | October 1999 | CLEC aggregate Local Interconnection Trunks % Trouble | 0.07% | 0.60% |