

## B. xDSL Functional Evaluation (PO&P12)

### 1.0 Description

The objective of the xDSL Order Processing Functional Evaluation (PO&P12) was to evaluate the functional elements of the Pre-Order and Order process for xDSL (Digital Subscriber Line) products as delivered to Competitive Local Exchange Carriers (CLECs) through the BellSouth supported manual process<sup>1</sup>. The pre-ordering component included the evaluation of the BellSouth Service Inquiry process, also referred to as the Loop Make-Up (LMU) process, to obtain detailed characteristics of the loop. This test also assessed the functionality of BellSouth's ordering procedures for processing local service requests (LSRs), which are submitted concurrently with BellSouth Service Inquiries, for xDSL products via the manual ordering process<sup>2</sup>.

### 2.0 Methodology

This section summarizes the test methodology.

#### 2.1 Business Process Description

See Section IV, "Pre-Ordering, Ordering & Provisioning Overview" for a description of BellSouth's xDSL ordering process.

#### 2.2 Scenarios

KCI generated and manually submitted LMUs and LSRs based on the xDSL scenarios outlined in the BellSouth OSS – Georgia *Supplemental Test Plan (STP)*. The xDSL Functional Evaluation (PO&P12) scenarios covered the following xDSL activity types:

**Table IV-2.1: xDSL Scenarios**

Activity	Res. xDSL-Capable Loop	Bus. xDSL-Capable Loop
<i>Pre-Order</i>		
Loop Makeup Service Inquiry	<b>X</b>	<b>X</b>
<i>Order</i>		

<sup>1</sup> BellSouth introduced electronic pre-ordering and ordering of xDSL capable loops in TCIF issue 9. BellSouth began BETA testing electronic functionality for xDSL capable loops on July 29, 2000. The electronic ordering processes were not tested by KCI in Georgia.

<sup>2</sup> The xDSL Manual ordering process KCI tested was based on the BellSouth Business Rules for Local Ordering — OSS99 TCIF9 and LSO4 Network & Carrier Services, Issue 9G, August 30, 2000.

Activity	Res. xDSL-Capable Loop	Bus. xDSL-Capable Loop
Migration from BLS to CLEC (Full and Partial)	<b>X</b>	<b>X</b>
Add new loops to existing customer	<b>X</b>	<b>X</b>
Purchase loops for a new customer	<b>X</b>	<b>X</b>
Disconnect	<b>X</b>	<b>X</b>

### 2.3 Test Targets & Measures

The table below outlines the processes and sub-processes involved in evaluating BellSouth xDSL Ordering functionality and performance.

**Table IV-2.2: Test Target Cross-Reference**

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Submit Loop Make-Up	Submit a Loop Inquiry	Interface availability	PO&P-12-1-1
	Receive a response to Loop Inquiry	Timeliness of response	PO&P-12-3-1 PO&P-12-3-2
		System functionality	PO&P-12-2-1 PO&P-12-2-2
		Accuracy and completeness of response	PO&P-12-4-1 PO&P-12-4-2
Submit an Order	Submit Service Inquiry /Local Service Request (LSR)	Interface availability	PO&P-12-1-1
	Receive acknowledgment	Timeliness of response Systems functionality	PO&P-12-3-3 PO&P-12-2-3
	Receive Reject / Clarification notification	Timeliness of response Accuracy and completeness of response	PO&P-12-3-4 PO&P-12-4-4
	Receive Firm Order Confirmation (FOC)	Timeliness of response Systems functionality Accuracy and completeness of response	PO&P-12-3-5 PO&P-12-2-3 PO&P-12-4-3 PO&P-12-4-5
Submit an Error	Create error transaction(s)	Interface availability Systems functionality Accuracy of completeness of response	PO&P-12-1-1 PO&P-12-2-1 PO&P-12-2-2 PO&P-12-2-3 PO&P-12-4-4
	Re-send integrated LSR	Interface availability	PO&P-12-1-1

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
	Receive FOC	Timeliness of response Accuracy and completeness of response	PO&P-12-3-6 PO&P-12-4-3
Obtain Completion Information	Obtain Completion Status	Accuracy and completeness of response	PO&P-12-4-6
Receive Jeopardy Notification	Receive jeopardy notification transaction	Timeliness of response Accuracy and completeness of response	PO&P-12-3-6 PO&P-12-4-7
Receive Missed Appointment	Receive missed appointment (MA) notification	Timeliness of response Accuracy and completeness of response	PO&P-12-3-7 PO&P-12-4-8
Check Service Order Status	Receive Check Service Order Status notification	Timeliness of response	PO&P-12-3-8

## 2.4 Data Sources

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

**Table IV-2.3: Data Sources for Manual xDSL Functional Evaluation**

Document	File Name	Location in Work Papers	Source
<i>BellSouth Business Rules for Local Ordering – OSS99 TCIF9 and LSOG 4 Network and Carrier Services, Issue 9G, August 30, 2000</i>	No Electronic Copy	O&P-12-B-1 O&P-12-C-1	BLS
<i>BellSouth Loop Makeup (LMU) CLEC Pre-Ordering and Ordering Guide For Manual Loop Makeup (Issue 1.0, September 15, 2000)</i>	No Electronic Copy	O&P-12-A-1	BLS
<i>Unbundled Asymmetrical Digital Subscriber Line (ADSL) Compatible Loop and Unbundled High-Bit-Rate Digital Subscriber Line (HDSL) Compatible Loop CLEC Information Package (Version 32)</i>	No Electronic Copy	O&P-12-A-2	BLS
<i>BellSouth Loop Makeup (LMU) CLEC Information Package (Version 1)</i>	No Electronic Copy	O&P-12-A-3	BLS
<i>BellSouth Loop Makeup (LMU) CLEC Information Package (Version 2, September 15, 2000)</i>	No Electronic Copy	O&P-12-A-4	BLS

Document	File Name	Location in Work Papers	Source
<i>Unbundled Loop Modifications CLEC Information Package</i> March 10, 2000	No Electronic Copy	O&P-12-A-5	BLS
BellSouth Unbundled Loop – Technical Specifications TR73600	No Electronic Copy	O&P-12-A-6	BLS
<i>BellSouth &amp; Data CLEC's Partnering for the Future Facility Based Advisory Guide</i> (FBAG-Issue 4.1, August 30, 1999)	No Electronic Copy	O&P-12-A-7	BLS
BellSouth Internal Documents For Pre-Order/Order Of xDSL	No Electronic Copy	O&P-12-A-8	BLS
KCI Company Codes and Billing Account Numbers	O&P_OCN.xls	O&P-12-A-9	BLS
Initial State Customer Service Records (CSRs)	O&P_PreCSR.zip	O&P-12-A-10	BLS
Additional Test Bed Addresses	O&P_newad.xls	O&P-12-A-11	BLS
BellSouth Georgia OSS Testing Evaluation Observation's and Exceptions	O&P_Obs_Exc.zip	O&P-12-A-12	KCI
Additional Test Bed Addresses for Live LMU Submission	O&P_LiveLMU.xls	O&P-12-A-13	KCI
Detailed Test Plan (DTP): Pre-Order & Order of xDSL Version 1.1, May 9, 2000	O&P_DTP.doc	O&P-12-A-13	KCI
xDSL Test Case Master	O&P_Testcasemaster.xls	O&P-12-A-13	KCI
Order Transaction Submission Schedule	O&P_editagsced.xls	O&P-12-A-13	KCI
KCI Help Desk/Issues Log	O&P_HelpDesklog.xls	O&P-12-A-13	KCI

#### 2.4.1 Data Generation/Volumes

Data for this test were generated through order transaction submission via the xDSL manual ordering process. The number of transactions submitted was determined based on an analysis of the number of different requisition and activity (REQ ACT) type combinations available to CLECs.

This test did not rely on volume testing.

#### 2.5 Evaluation Methods

To allow for service request submission, BellSouth built test bed<sup>3</sup> accounts according to KCI specifications and provided KCI with Customer Service

<sup>3</sup> See Section IV, "PO&P Overview" for a description of the test bed.

Records (CSRs) for those accounts. KCI verified the CSRs against specifications provided to BellSouth. An initial test schedule was developed for order submission based on the scenarios to be tested for both pre-order and order.

KCI created pre-order LMU-SI/LSR queries using test bed account information and BellSouth pre-order documentation for xDSL. KCI submitted LMU-SI/LSRs via both fax and e-mail to BellSouth's Complex Resale Support Group (CRSG) for xDSL-capable loop orders (excluding disconnects). Responses from LMU-SI/LSRs were received via both fax and e-mail. Responses included either a clarification/rejection back to KCI for additional information, or detailed characteristics of the loop. Additionally, KCI used actual CLEC end-user customer addresses for pre-order testing in order to obtain actual customer loop characteristics that could not be simulated in the testing environment. Submission of LMU-SI/LSRs and receipt of all responses for pre-order LMU-SI/LSRs were logged. Help Desk issues arising from submission of the LMU-SI/LSR were directed to either the CRSG or to KCI's account representative. Responses to these queries were also logged.

To create orders for xDSL capable loops, test cases and instances, equivalent to Local Service Requests (LSRs), were developed using test bed accounts, data from responses to the LMU-SI/LSR pre-order, and BellSouth ordering documentation. LSR-SIs were submitted to the BellSouth LCSC via both fax and e-mail. Correspondingly, responses from LSR-SIs were received via fax. Responses included a clarification/rejection back to KCI for additional information or a Firm Order Confirmation (FOC) to confirm the due date for service provisioning. For orders where loop facilities had been reserved, a FRN was included on the LSR. Submission of LSR-SIs and receipt of all responses for order LSR-SIs were logged. Help Desk issues arising from submission of the LSR-SI were directed to either the CRSG or to the KCI account representative at BellSouth. Responses to these queries were also logged. Provisioning of xDSL capable loops was tested in the xDSL Provisioning Verification Evaluation (PO&P13)<sup>4</sup>. PO&P12 transactions were not tested for provisioning<sup>5</sup>.

## 2.6 Analysis Methods

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

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<sup>4</sup> Provisioning was tested on actual CLEC end-user customer accounts.

<sup>5</sup> As KCI's test bed facilities terminated within the Central Office, observations of actual CLEC end-user customer provisioning activity were conducted in PO&P13.

The Georgia Public Service Commission (GPSC) voted on June 6, 2000 to approve a set of Service Quality Measurement- (SQM-) related measures and standards to be used for purposes of this evaluation<sup>6</sup>. For those evaluation criteria that do not map to the GPSC-approved measures, or where BellSouth does not specify and publish a standard business interval for a given procedure, KCI applied its own standard, based on our professional judgment.

For quantitative evaluation criteria where the test result did not meet or exceed the established standard or KCI benchmark, KCI conducted a review to determine whether the differential was statistically significant.

### 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. This test includes results obtained through January 2, 2001.

**Table IV-2.4: Evaluation Criteria and Results**

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Interface Availability</i>			
PO&P-12-1-1	Facsimile / e-mail access is consistently available during scheduled hours of operation.	Satisfied	The KCI standard is 99.5% availability during scheduled hours of operation.  KCI submitted a total of 370 pre-order and order transactions. No period of system unavailability was experienced <sup>7</sup> .
<i>System Functionality</i>			
PO&P-12-2-1	BLS's Representative provides expected responses.	Not Satisfied	The KCI standard is 99% of expected responses received.  During initial testing, a total of 370 transactions were submitted to BLS

<sup>6</sup> On January 16, 2001, the GPSC issued an order requiring BellSouth to report for business purposes a set of measures that differs in some cases from the requirements of the June 6, 2000 test standards.

<sup>7</sup> KCI testing of systems availability was limited to the time intervals when submission of pre-order and order transactions occurred. Transactions were submitted during the course of the test between the hours of 8:00 am and 6:00 pm Monday through Friday.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>(112 via facsimile, 258 via email). Of these 111 (30%) received an acknowledgment, and 354 (96%) received a subsequent response. BLS did not implement a formal process for returning acknowledgments for email submission until 9/11/00. After implementation of this process, 112 transactions were submitted to BLS via email. Of these, 111 (99%) of KCI transactions received an acknowledgment. Of the 370 total transactions sent, 96% received a subsequent response (error or confirmation) from BLS.</p> <p>Of the 162 LMU-SIs submitted to the BLS CRSG, 157 (97%) received the expected response from the BLS CRSG.</p> <p>Of the 208 LSR / SIs submitted to the BLS CRSG, 197 (95%) received a response from the BLS CRSG. KCI detailed these deficiencies in Exception 112 and Exception 134.</p> <p>From January 2000 through March 2001 KCI conducted a re-test of BLS delivery of expected responses. Of the total of 1,006 transactions submitted to BLS during this timeframe, 915 (91%) received expected responses.</p> <p>Of the total 447 pre-order LMU-SI and order LSR / SIs submitted via email to the BLS CRSG, 387 (87%) received an acknowledgement from the BLS CRSG.</p> <p>Of the 559 total transactions submitted (via e-mail and facsimile) 528 (95%) received a subsequent response. Of the 275 pre-order LMU-</p>

<sup>8</sup> In response to a LMU-SI, a CLEC would receive a FOC, once the FOC has been rendered, the CRSG/Account Team returns the LMU (and RESID/FRN if applicable) to the CLEC – *BellSouth Loop Makeup (LMU) CLEC Pre-Ordering and Ordering Guide for Manual Loop Makeup (Issue 1.1 January 31, 2001)* Section 5.1.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>SI<sup>8</sup> submitted to BLS, 248 (90%) received the expected response from BLS. Of the 284 LSR / SIs submitted to BLS, 280 (99%) received a response from BLS.</p> <p>See Exception 112 and Exception 134 for additional information on these issues. Exception 112 is closed.</p>
PO&P-12-2-2	BLS's Representative provides required pre-order functionality for xDSL Loops.	Satisfied	Based on functional testing results, BLS provides required pre-order functionality in support of xDSL relevant pre-orders. Detailed loop make-up information including loop characteristics (i.e., loop length, gauge, and existence of equipment) was returned in the LMU responses.
PO&P-12-2-3	BLS's Representative provides required order functionality for xDSL product.	Satisfied	<p>BLS provides adequate core ordering functionality in support of xDSL orders.</p> <p>Based on functional testing results, BLS provides adequate core ordering functionality in support of xDSL orders.</p> <p>BLS does not support the ordering of Designed and Non-Designed Loops submitted to the LCSC and CRSG with a Related Purchase Order Number (RPON). CLECs are required to submit two separate LSRs. See Exception 121 for additional information on this issue. In response to this exception, BLS updated its <i>BellSouth Business Rules for Local TCIF 9/LSOG 4 Ordering</i> on 12/22/00 (Section 28.2.2) to accurately reflect RPON ordering rules.</p> <p>As a result, KCI has recommended closure of Exception 121 to the GPSC.</p>
<i>Response Timeliness</i>			
PO&P-12-3-1	BLS's Representative provides pre-order rejections /	Satisfied	The KCI standard is 95% of pre-order rejections/clarifications (CLRs)



Test Cross-Reference	Evaluation Criteria	Result	Comments
	clarifications (CLRs) within agreed upon standard intervals.		<p>received within seven days<sup>9</sup>.</p> <p>During initial testing, 60 LMU-SIs received rejection/clarification notices from BLS. Of these, 45 (75%) received the rejection/clarification notice within seven days. As a result of this deficiency, KCI issued Exception 117.</p> <p>KCI initiated a re-test of BLS in January, 2001 for providing rejections/clarifications within seven days. Of the 149 responses received from the LCSC and CRSG, 149 (100%) received the rejection/clarification within seven days.</p> <p>See Exception 117 for additional information on this issue. KCI has recommended closure of Exception 117 to the GPSC.</p>
PO&P-12-3-2	BLS's Representative provides Loop Make-Up Service Inquiry Information (LMU-SI) within agreed-upon intervals.	Satisfied	<p>The KCI standard is 95% of LMU-SIs responses received within seven days<sup>9</sup>.</p> <p>During initial testing, 132 LMU-SIs were submitted to the BLS CRSG. Of these, 90 (68%) received detailed characteristics returned on LMU-SI within seven days. As a result of this deficiency, KCI issued Exception 115.</p> <p>KCI retested BLS for providing Loop Make-up information within seven days. 56 LMU-SI received responses from BLS. Of these, 54 (96%) received the LMU-SI response within seven days.</p> <p>See Exception 115 for additional information on this issue. KCI has recommended closure of Exception 115 to the GPSC.</p>

<sup>9</sup> The Standard Service Interval for return of Manual LMU-SI, as stated in the BellSouth Loop Make-up (LMU) CLEC Information Package (Version 3), is seven days. KCI used this Standard Service Interval to measure the timeliness of response for both completed LMUSI and Rejections/Clarifications of LMUSI.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PO&P-12-3-3	BLS's Representative provides Acknowledgements for Service Inquiries accompanied by Local Service Requests (LSR/SIs) within agreed upon standard intervals.	Satisfied	<p>The KCI standard is 95% of Acknowledgements to LSR/SIs received within eight business hours<sup>10</sup>.</p> <p>During initial testing, KCI received 111 Acknowledgements for LSR/SIs from BLS. Of these, 108 (97%) were delivered within eight business hours.</p> <p>KCI conducted additional testing<sup>11</sup> for providing Acknowledgments for LSR / SIs submitted to the CRSG within eight business hours. 190 Acknowledgments for LSR / SIs were received from BLS. Of these, 186 (98%) were delivered within eight business hours.</p>
PO&P-12-3-4	BLS's Representative provides order rejections/ clarifications (CLRs) within agreed-upon standard intervals.	Satisfied <sup>12</sup>	<p>The KCI standard is 95% of order rejections/clarifications (CLRs) received within seven days<sup>13</sup>.</p> <p>During initial testing, 82 LSR/SIs received a rejection or clarification notice from the BLS CRSG/LCSC. Of these, 75 (92%) received the rejection/clarification notice within seven days. KCI conducted additional testing<sup>14</sup> for providing rejections/clarifications within seven days. 172 LSR/SIs received a rejection or clarification notice from the BLS CRSG/LCSC. Of these, 172 (100%) received the rejection/clarification notice within seven days.</p>

<sup>10</sup> Business hours for the ordering centers processing xDSL service requests, as defined by BellSouth's ADSL Info Package (Version 4), are 8:00 AM – 5:00 PM.

<sup>11</sup> Initial test results were satisfied (as stated above). Additional testing was conducted based on deficiencies in other xDSL-related test criteria. The results of the additional testing are presented here for information purposes only.

<sup>12</sup> Although the test percentage is below the benchmark of 95%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. In other words, the inherent variation in the process is large enough to have produced the sub-standard result, even with a

Test Cross-Reference	Evaluation Criteria	Result	Comments
PO&P-12-3-5	BLS's Representative provides Firm Order Confirmations (FOCs) within agreed upon standard intervals.	Satisfied <sup>15</sup>	The KCI standard is 95% of FOCs received within nine <sup>16</sup> days.  90 LSR/SIs received FOC notices from the BLS LCSC. Of these, 85 (94.4%) received the FOC notice within nine days <sup>17</sup> .

process that is operating above the benchmark standard. The p-value, which indicates the chance of observing this result when the benchmark is being met, is 0.1160, above the .0500 cut-off for a statistical conclusion of failure.

<sup>13</sup> KCI set the Standard Response Interval for return of Rejections/Clarifications at seven days based on review of both the BellSouth Loop Make-up (LMU) CLEC information Package (Version 3), which requires a seven day timeline to return a pre-order, and the BellSouth Unbundled ADSL/HDSL Compatible Loops CLEC Information Package (Version 4), which states that a 1-5 Loops will receive a FOC within two days of receipt of an accurate LSR and SI (Service Inquiry).

<sup>14</sup> Initial test results were satisfied (as stated above). Additional testing was conducted based on deficiencies in other xDSL-related test criteria. The results of the additional testing are presented here for information purposes only.

<sup>15</sup> Although the test percentage is below the benchmark of 95%, the statistical evidence is not strong enough to conclude that the performance is below the benchmark with 95% confidence. In other words, the inherent variation in the process is large enough to have produced the substandard result, even with a process that is operating above the benchmark standard. The p-value, which indicates the chance of observing this result when the benchmark is being met, is 0.4703, above the .0500 cut-off for a statistical conclusion of failure.

<sup>16</sup> LSRs are submitted in concurrence with the LMU / SI forms to the CRSG. The BellSouth CRSG is required to return LMU / SIs within a seven day interval, as stated in the *BellSouth Loop Make-up (LMU) CLEC Information Package* (Version 1). The CRSG forwards the LSR-SI to the LCSC once completed along with the LMU-SI information. The LCSC is required to return a FOC to the CLEC within two days of receipt of the LSR. The total allowable time for a FOC to be returned to a CLEC is nine business days.

<sup>17</sup> 91% of FOCs were received within seven days; 90% of FOCs were received within five days.



Test Cross-Reference	Evaluation Criteria	Result	Comments
PO&P-12-3-6	BLS's Representative provides Jeopardy Notifications within agreed upon standard intervals.	No Result Determination Made <sup>18</sup>	<p>The KCI standard is 95% of Jeopardy Notifications received at least 48 hours before the confirmed Due Date (DD).</p> <p>KCI did not receive any Jeopardy Notifications via e-mail or facsimile for LSR/SIs submitted to the BLS CRSG.</p> <p>BLS provided KCI with information regarding two orders being placed in Jeopardy Status via phone. Calls were received regarding Jeopardy Status on the FOC Due Date.</p>
PO&P-12-3-7	BLS's Representative provides Missed Appointment (MA) notifications within agreed upon standard intervals.	No Result Determination Made <sup>19</sup>	<p>The KCI proposed standard is 95% of MA notifications received within one business day after the confirmed Due Date (DD).</p> <p>KCI did not receive any Missed Appointment notifications for LSR/SIs submitted to the BLS CRSG.</p>
PO&P-12-3-8	BLS's Representative provides Order status updates within agreed upon standard intervals.	Satisfied	<p>The KCI standard is 95% of order status updates requested will be provided to CLECs the same day for e-mails sent prior to 3pm CST, or the following business day for e-mails sent after 3pm.</p> <p>20 requests for order status were submitted to the BLS CRSG via e-mail. Status was received by KCI within one business day of submission for all 20 orders.</p>

<sup>18</sup> Result are not provided due to statistically insignificant sample size. KCI was unable to control or anticipate the sample size of Jeopardy Notifications within its test design. Jeopardy Notifications are provided in the event that BellSouth does not have adequate facilities in place to provision a customer's request on the confirmed due date. KCI did not have access to this real-time material during the course of test design and execution.

<sup>19</sup> Result are not provided due to statistically insignificant sample size. KCI was unable to control or anticipate the sample size of Missed Appointments within its test design. Missed Appointment are provided in the event that the CLEC is not prepared on the FOC due date. KCI did not have access to this real-time material during the course of test design and execution..

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Accuracy of System Response</i>			
PO&P-12-4-1	BLS systems and representatives provide clear, accurate, and complete LMU-SI/LSR responses.	Satisfied	<p>A sample of LMU-SI/LSR responses were examined for clarity, accuracy, and completeness relative to the BLS Business Rules.</p> <p>Data returned on LMU-SI/LSR responses provided clear, accurate and complete information based on the BellSouth Loop Makeup (LMU) CLEC Information Package. While the loop make-up information returned on LMU-SI/LSR responses was not consistently returned in the same format, the data provided critical information to place subsequent orders for xDSL loops.</p>
PO&P-12-4-2	BLS's Representative provides clear, accurate and complete pre-order LMU-SI rejections / clarifications (CLRs).	Satisfied	<p>A sample of pre-order LMU-SI/LSR rejection/clarifications were examined for clarity, accuracy, and completeness relative to the BLS Business Rules.</p> <p>Based on review of this sample, BLS provides clear and accurate information on pre-order LMU-SI rejection / clarification notifications.</p>
PO&P-12-4-3	BLS's Representative provides clear, accurate, and complete Firm Order Confirmations (FOCs).	Satisfied	<p>A sample of FOC responses was examined for clarity, accuracy, and completeness relative to the BLS Business Rules.</p> <p>Based on review of this sample, the BLS CRSG/LCSC provides clear, accurate, and complete information on FOC responses.</p>
PO&P-12-4-4	BLS's Representative provides clear, accurate and complete order LSR-SI rejections / clarifications.	Satisfied	<p>A sample of LSR-SI rejection / clarifications was examined for clarity, accuracy, and completeness relative to the BLS Business Rules.</p> <p>BLS provides clear and accurate information on LSR-SI rejection / clarification notifications.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
PO&P-12-4-5	Service order provisioning due dates <sup>20</sup> identified within BLS's firm order confirmation (FOC) delivered through manual processes are in accordance with the product's standard interval.	No Result Determination Made <sup>21</sup>	KCI reviewed provisioning due dates identified within FOC responses against the standard service intervals contained within BLS documentation.  Of the 83 LSR-SI FOC notices received from BLS's LCSC, 95% contained FOC DDs in accordance with the <i>BellSouth Products and Services Interval Guide</i> .
PO&P-12-4-6	BLS provides status on order Completion.	Satisfied	According to the <i>BellSouth Business Rules for Local Ordering — OSS99 TCIF9 and LSOG4 Network &amp; Carrier Services</i> guide, Completion Notices are provided for electronically submitted requests only. Information regarding completion of the order can be found via the Internet on the BLS CLEC Service Order Trackings (CSOTs) secure site.  KCI was able to successfully obtain the status of 87 completed orders queried through CSOTs.
PO&P-12-4-7	BLS's Representative returns clear, accurate, and complete Jeopardy Notifications.	No Result Determination Made <sup>22</sup>	KCI did not receive any Jeopardy Notices via e-mail or facsimile for LSR / SIs submitted to the BLS CRSG.  BLS provided KCI with information regarding two orders being placed in Jeopardy Status via phone.

<sup>20</sup> FOC Due Date (DD) is defined as the due date provided in the FOC. It is the date on which BellSouth commits to complete provisioning of a customer's service.

<sup>21</sup> A Georgia Service Quality Measurement (SQM) addressing the correlation between confirmed due dates and requested due dates does not exist. In addition, BellSouth does not have an established commitment or guideline for the percentage of confirmed due dates that should equal the requested due date. In the absence of an SQM-related benchmark, a BellSouth-defined guideline, or general industry standards or business rule thresholds that can be used for evaluation purposes, KCI provides the test results as diagnostic information only.

<sup>22</sup> Result are not provided due to statistically insignificant sample size. KCI was unable to control or anticipate the sample size of Jeopardy Notifications within its test design. Jeopardy Notifications are provided in the event that BellSouth does not have adequate facilities in place to provision a customer's request on the confirmed due date. KCI did not have access to this real-time material during the course of test design and execution.

Test Cross-Reference	Evaluation Criteria	Result	Comments
PO&P-12-4-8	BLS's Representative provides clear, accurate, and complete Missed Appointment notifications.	No Result Determination Made <sup>22</sup>	KCI did not receive Missed Appointment Notificaitons for LSR / SIs submitted to the BLS CRSG.