

E. Performance Metrics Review (PMR)

This section provides a summary of the Performance Metrics Reviews (PMR). For more information on planned testing, refer to *The BellSouth - Georgia OSS Evaluation Supplemental Test Plan, Section IV, Performance Metrics Review*. For more detailed information on the test design, analysis, and results from the execution of the tests, refer to Section VIII: Performance Metrics Review Test in this document.

1.0 PMR-1: Data Collection and Storage Verification and Validation Review Test

This section provides a summary of the PMR-1: Data Collection and Storage Verification and Validation Review.

1.1 Objective

The objective of this test was to evaluate the adequacy and completeness of key policies and procedures for collecting and storing performance data.

1.2 Evaluation Methods

The Data Collection and Storage Verification and Validation Review included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the Data Collection and Storage Verification and Validation Review.

1.3 Analysis Methods

The information collected from the Data Collection and Storage Verification and Validation Review was analyzed, and the results were assessed employing test-specific evaluation criteria.

1.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-E.1: PMR-1: Data Collection and Storage Test – Summary Results

Evaluation Criteria – Satisfied	
PMR1-1-1	BLS has adequate and complete data collection policies and procedures.
PMR1-1-2	BLS has well-identified points of data collection
PMR1-1-3	BLS has tools in place that enable it to collect data in an adequate and scalable manner.
PMR1-1-4	BLS has adequate and complete internal controls for its data collection processes.
PMR1-2-2	BLS is able to identify the storage sites for the data used in metrics calculations.
PMR1-2-3	BLS has tools in place that enable it to store data in an adequate fashion and scale.

PMR1-2-4	BLS has internal controls in place that assure that data stored accurately reflect data that was collected.
Evaluation Criteria – Not Complete	
PMR1-2-1	BLS has adequate and complete data collection policies and procedures.

2.0 PMR-2: Metrics Definition Documentation and Implementation Verification and Validation Review Test

This section provides a summary for the PMR-2: Metrics Definition Documentation and Implementation Verification and Validation Review.

2.1 Objective

The objective of this test was to evaluate the adequacy, completeness, accuracy, and logic of the performance metrics as documented.

2.2 Evaluation Methods

The Metrics Definition Test included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the Metrics Definition Test.

2.3 Analysis Methods

The information collected from the Metrics Definition Test was analyzed, and the results were assessed employing test-specific evaluation criteria.

2.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-E.2: PMR-2: Metrics Definition Test – Summary Results

Evaluation Criteria – Satisfied	
PMR2-1-1	The definition is complete and agrees with the name of the SQM – Pre-Ordering Average OSS Response Time and Response Interval.
PMR2-1-2	The stated calculation is complete, logical, and consistent with the definition – Pre-Ordering Average OSS Response Time and Response Interval.
PMR2-1-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Pre-Ordering Average OSS Response Time and Response Interval.
PMR2-1-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Pre-Ordering Average OSS Response Time and Response Interval.
PMR2-2-1	The definition is complete and agrees with the name of the SQM – Pre Ordering OSS Interface Availability.

PMR2-2-2	The stated calculation is complete, logical, and consistent with the definition – Pre-Ordering OSS Interface Availability.
PMR2-3-1	The definition is complete and agrees with the name of the SQM – Ordering – Percent Rejected Service Requests.
PMR2-3-2	The stated calculation is complete, logical, and consistent with the definition – Ordering – Percent Rejected Service Requests.
PMR2-3-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Percent Rejected Service Requests.
PMR2-3-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Ordering – Percent Rejected Service Requests.
PMR2-4-1	The definition is complete and agrees with the name of the SQM – Ordering – Reject Interval.
PMR2-4-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Ordering Reject Interval.
PMR2-5-1	The definition is complete and agrees with the name of the SQM – Ordering – Firm Order Confirmation Timeliness.
PMR2-5-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Ordering – Firm Order Confirmation Timeliness.
PMR2-6-1	The definition is complete and agrees with the name of the SQM – Ordering – Speed of Answer in Ordering Center.
PMR2-6-2	The stated calculation is complete, logical, and consistent with the definition – Ordering – Speed of Answer in Ordering Center.
PMR2-6-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Ordering – Speed of Answer in Ordering Center.
PMR2-6-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Ordering – Speed of Answer in Ordering Center.
PMR2-7-1	The definition is complete and agrees with the name of the SQM - Provisioning – Mean Held Order Interval & Distribution Intervals.
PMR2-7-2	The stated calculation is complete, logical, and consistent with the definition - Provisioning – Mean Held Order Interval & Distribution Intervals.
PMR2-7-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Provisioning – Mean Held Order Interval & Distribution Intervals.
PMR2-7-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Provisioning – Mean Held Order Interval & Distribution Intervals.
PMR2-8-1	The definition is complete and agrees with the name of the SQM - Provisioning – Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices.
PMR2-8-2	The stated calculation is complete, logical, and consistent with the definition - Provisioning – Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices.
PMR2-8-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices.

PMR2-8-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices.
PMR2-9-1	The definition is complete and agrees with the name of the SQM – Provisioning – Percent Missed Installation Appointments.
PMR2-9-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Percent Missed Installation Appointments.
PMR2-9-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Percent Missed Installation Appointments.
PMR2-9-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Provisioning – Percent Missed Installation Appointments.
PMR2-10-1	The definition is complete and agrees with the name of the SQM - Provisioning – Average Completion Interval Order Completion Interval Distribution.
PMR2-10-2	The stated calculation is complete, logical, and consistent with the definition - Provisioning – Average Completion Interval Order Completion Interval Distribution.
PMR2-10-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Provisioning – Average Completion Interval Order Completion Interval Distribution.
PMR2-10-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Average Completion Interval Order Completion Interval Distribution.
PMR2-11-1	The definition is complete and agrees with the name of the SQM – Provisioning – Average Completion Notice Interval.
PMR2-11-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Average Completion Notice Interval.
PMR2-11-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Average Completion Notice Interval.
PMR2-11-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Provisioning – Average Completion Notice Interval.
PMR2-12-1	The definition is complete and agrees with the name of the SQM – Provisioning – Coordinated Customer Conversions.
PMR2-12-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Coordinated Customer Conversions.
PMR2-12-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Coordinated Customer Conversions.
PMR2-12-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Provisioning – Coordinated Customer Conversions.
PMR2-13-1	The definition is complete and agrees with the name of the SQM – Provisioning – Percent Troubles within 30 days.
PMR2-13-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Percent Troubles within 30 days.
PMR2-13-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Percent Troubles within 30 days.
PMR2-13-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Provisioning – Percent Troubles within 30 days.

PMR2-14-1	The definition is complete and agrees with the name of the SQM – Provisioning – Total Service Order Cycle Time.
PMR2-14-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Total Service Order Cycle Time.
PMR2-14-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Total Service Order Cycle Time.
PMR2-14-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Provisioning – Total Service Order Cycle Time.
PMR2-15-1	The definition is complete and agrees with the name of the SQM – Provisioning – Service Order Accuracy.
PMR2-15-2	The stated calculation is complete, logical, and consistent with the definition – Provisioning – Service Order Accuracy.
PMR2-15-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Provisioning – Service Order Accuracy.
PMR2-15-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Provisioning – Service Order Accuracy.
PMR2-16-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – Missed Repair Appointments.
PMR2-16-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – Missed Repair Appointments.
PMR2-16-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Maintenance & Repair – Missed Repair Appointments.
PMR2-16-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Maintenance & Repair – Missed Repair Appointments.
PMR2-17-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – Customer Trouble Report Rate.
PMR2-17-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – Customer Trouble Report Rate.
PMR2-17-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Maintenance & Repair – Customer Trouble Report Rate.
PMR2-17-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Maintenance & Repair – Customer Trouble Report Rate.
PMR2-18-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – Maintenance Average Duration.
PMR2-18-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – Maintenance Average Duration.
PMR2-18-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Maintenance & Repair – Maintenance Average Duration.
PMR2-18-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Maintenance & Repair – Maintenance Average Duration.
PMR2-19-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – Percent Repeat Troubles Within 30 Days.

PMR2-19-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – Percent Repeat Troubles Within 30 Days.
PMR2-19-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Maintenance & Repair – Percent Repeat Troubles Within 30 Days.
PMR2-19-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Maintenance & Repair – Percent Repeat Troubles Within 30 Days.
PMR2-20-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – Out of Service > 24 hours.
PMR2-20-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – Out of Service > 24 hours.
PMR2-20-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Maintenance & Repair – Out of Service > 24 hours.
PMR2-20-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Maintenance & Repair – Out of Service > 24 hours.
PMR2-21-1	The definition is complete and agrees with the name of the SQM – Maintenance & Repair – OSS Interface Availability.
PMR2-21-2	The stated calculation is complete, logical, and consistent with the definition – Maintenance & Repair – OSS Interface Availability.
PMR2-22-1	The definition is complete and agrees with the name of the SQM - Maintenance & Repair – OSS Response Interval and Percentages.
PMR2-22-2	The stated calculation is complete, logical, and consistent with the definition - Maintenance & Repair – OSS Response Interval and Percentages.
PMR2-22-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Maintenance & Repair – OSS Response Interval and Percentages.
PMR2-22-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Maintenance & Repair – OSS Response Interval and Percentages.
PMR2-23-1	The definition is complete and agrees with the name of the SQM - Maintenance & Repair – Average Answer Time – Repair Centers.
PMR2-23-2	The stated calculation is complete, logical, and consistent with the definition - Maintenance & Repair – Average Answer Time – Repair Centers.
PMR2-23-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Maintenance & Repair – Average Answer Time – Repair Centers.
PMR2-23-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Maintenance & Repair – Average Answer Time – Repair Centers.
PMR2-24-1	The definition is complete and agrees with the name of the SQM – Billing – Invoice Accuracy.
PMR2-24-2	The stated calculation is complete, logical, and consistent with the definition – Billing – Invoice Accuracy.
PMR2-24-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Billing – Invoice Accuracy.
PMR2-24-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Billing – Invoice Accuracy.

PMR2-25-1	The definition is complete and agrees with the name of the SQM – Billing – Mean Time to Deliver Invoices.
PMR2-25-2	The stated calculation is complete, logical, and consistent with the definition – Billing – Mean Time to Deliver Invoices.
PMR2-25-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Billing – Mean Time to Deliver Invoices.
PMR2-25-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Billing – Mean Time to Deliver Invoices.
PMR2-26-1	The definition is complete and agrees with the name of the SQM – Billing – Usage Data Delivery Accuracy.
PMR2-26-2	The stated calculation is complete, logical, and consistent with the definition – Billing – Usage Data Delivery Accuracy.
PMR2-26-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Billing – Usage Data Delivery Accuracy.
PMR2-26-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Billing – Usage Data Delivery Accuracy.
PMR2-27-1	The definition is complete and agrees with the name of the SQM - Billing – Usage Data Delivery Completeness.
PMR2-27-2	The stated calculation is complete, logical, and consistent with the definition - Billing – Usage Data Delivery Completeness.
PMR2-27-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Billing – Usage Data Delivery Completeness.
PMR2-27-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Billing – Usage Data Delivery Completeness.
PMR2-28-1	The definition is complete and agrees with the name of the SQM – Billing – Usage Data Delivery Timeliness.
PMR2-28-2	The stated calculation is complete, logical, and consistent with the definition – Billing – Usage Data Delivery Timeliness.
PMR2-28-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Billing – Usage Data Delivery Timeliness.
PMR2-28-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Billing – Usage Data Delivery Timeliness.
PMR2-29-1	The definition is complete and agrees with the name of the SQM – Billing – Mean Time to Deliver Usage.
PMR2-29-2	The stated calculation is complete, logical, and consistent with the definition – Billing – Mean Time to Deliver Usage.
PMR2-29-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Billing – Mean Time to Deliver Usage.
PMR2-29-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Billing – Mean Time to Deliver Usage.
PMR2-30-1	The definition is complete and agrees with the name of the SQM - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).

PMR2-30-2	The stated calculation is complete, logical, and consistent with the definition - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).
PMR2-30-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).
PMR2-30-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).
PMR2-31-1	The definition is complete and agrees with the name of the SQM – Operator Services (Toll) and Directory Assistance – Percent Answered within “X” seconds (Toll).
PMR2-31-2	The stated calculation is complete, logical, and consistent with the definition – Operator Services (Toll) and Directory Assistance – Percent Answered within “X” seconds (Toll).
PMR2-31-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Operator Services (Toll) and Directory Assistance – Percent Answered within “X” seconds (Toll).
PMR2-31-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Operator Services (Toll) and Directory Assistance – Percent Answered within “X” seconds (Toll).
PMR2-32-1	The definition is complete and agrees with the name of the SQM - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA).
PMR2-32-2	The stated calculation is complete, logical, and consistent with the definition - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA).
PMR2-32-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA).
PMR2-32-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA).
PMR2-33-1	The definition is complete and agrees with the name of the SQM - Operator Services (Toll) and Directory Assistance – Percent Answered within “X” seconds (DA).
PMR2-33-2	The stated calculation is complete, logical, and consistent with the definition - Operator Services (Toll) and Directory Assistance – Percent Answered within “X” seconds (DA).
PMR2-33-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Operator Services (Toll) and Directory Assistance – Percent Answered within “X” seconds (DA).
PMR2-33-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Operator Services (Toll) and Directory Assistance – Percent Answered within “X” seconds (DA).
PMR2-34-1	The definition is complete and agrees with the name of the SQM – E911 Timeliness.
PMR2-34-2	The stated calculation is complete, logical, and consistent with the definition – E911 Timeliness.
PMR2-34-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – E911 Timeliness.

PMR2-34-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – E911 Timeliness.
PMR2-35-1	The definition is complete and agrees with the name of the SQM – E911 Accuracy.
PMR2-35-2	The stated calculation is complete, logical, and consistent with the definition – E911 Accuracy.
PMR2-35-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – E911 Accuracy.
PMR2-35-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – E911 Accuracy.
PMR2-36-1	The definition is complete and agrees with the name of the SQM – E911 Mean Interval.
PMR2-36-2	The stated calculation is complete, logical, and consistent with the definition – E911 Mean Interval.
PMR2-36-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – E911 Mean Interval.
PMR2-36-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – E911 Mean Interval.
PMR2-37-1	The definition is complete and agrees with the name of the SQM - Trunk Group Performance – Trunk Group Service Report.
PMR2-37-2	The stated calculation is complete, logical, and consistent with the definition - Trunk Group Performance – Trunk Group Service Report.
PMR2-37-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Trunk Group Performance – Trunk Group Service Report.
PMR2-37-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Trunk Group Performance – Trunk Group Service Report.
PMR2-38-1	The definition is complete and agrees with the name of the SQM - Trunk Group Performance – Trunk Group Service Detail.
PMR2-38-2	The stated calculation is complete, logical, and consistent with the definition - Trunk Group Performance – Trunk Group Service Detail.
PMR2-38-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Trunk Group Performance – Trunk Group Service Detail.
PMR2-38-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Trunk Group Performance – Trunk Group Service Detail.
PMR2-39-1	The definition is complete and agrees with the name of the SQM - Trunk Group Performance – Aggregate.
PMR2-39-2	The stated calculation is complete, logical, and consistent with the definition - Trunk Group Performance – Aggregate.
PMR2-39-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Trunk Group Performance – Aggregate.
PMR2-39-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Trunk Group Performance – Aggregate.
PMR2-40-1	The definition is complete and agrees with the name of the SQM - Trunk Group Performance – CLEC Specific.

PMR2-40-2	The stated calculation is complete, logical, and consistent with the definition - Trunk Group Performance – CLEC Specific.
PMR2-40-3	BLS's computation instructions agree with the stated calculation in the SQM documentation - Trunk Group Performance – CLEC Specific.
PMR2-40-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions - Trunk Group Performance – CLEC Specific.
PMR2-41-1	The definition is complete and agrees with the name of the SQM – Collocation – Average Response Time.
PMR2-41-2	The stated calculation is complete, logical, and consistent with the definition – Collocation – Average Response Time.
PMR2-41-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Collocation – Average Response Time.
PMR2-41-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Collocation – Average Response Time.
PMR2-42-1	The definition is complete and agrees with the name of the SQM – Collocation - Average Arrangement Time.
PMR2-42-2	The stated calculation is complete, logical, and consistent with the definition – Collocation - Average Arrangement Time.
PMR2-42-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Collocation – Average Arrangement Time.
PMR2-42-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Collocation - Average Arrangement Time.
PMR2-43-1	The definition is complete and agrees with the name of the SQM – Collocation – Percent of Due Dates Missed.
PMR2-43-2	The stated calculation is complete, logical, and consistent with the definition – Collocation – Percent of Due Dates Missed.
PMR2-43-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Collocation – Percent of Due Dates Missed.
PMR2-43-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Collocation – Percent of Due Dates Missed.
Evaluation Criteria – Not Complete	
PMR2-2-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Pre-Ordering OSS Interface Availability.
PMR2-2-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Pre-Ordering OSS Interface Availability.
PMR2-4-2	The stated calculation is complete, logical, and consistent with the definition – Ordering – Reject Interval.
PMR2-4-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Ordering – Reject Interval.
PMR2-5-2	The stated calculation is complete, logical, and consistent with the definition – Ordering – Firm Order Confirmation Timeliness.
PMR2-5-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Ordering – Firm Order Confirmation Timeliness.

PMR2-21-3	BLS's computation instructions agree with the stated calculation in the SQM documentation – Maintenance & Repair – OSS Interface Availability.
PMR2-21-4	Listed exclusions are applied to raw data creation if not included in BLS's computation instructions – Maintenance & Repair – OSS Interface Availability.

3.0 PMR-3: Metrics Change Management Verification and Validation Review

This section provides a summary of the PMR-3: Metrics Change Management Verification and Validation Review.

3.1 Objective

The objective of this test was to evaluate the adequacy and completeness of key procedures for developing, conducting, monitoring, and publicizing change management of the performance metrics.

3.2 Evaluation Methods

The Metrics Change Management Test included a checklist of evaluation criteria developed by the test manager during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the Metrics Change Management Test.

3.3 Analysis Methods

The information collected from the Metrics Change Management Test was analyzed, and the results were assessed employing test-specific evaluation criteria.

3.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-E.3: PMR-3: Metrics Change Management Test – Summary Results

Evaluation Criteria – Satisfied	
PMR3-1-1	BLS has a complete and consistent change development process.
PMR3-1-2	The methods and approaches used by BLS to evaluate change proposals are complete and consistent.
PMR3-1-3	BLS's implementation of changes is complete and consistent.
PMR3-1-4	BLS evaluates its change proposals within a reasonable time frame.
PMR3-1-5	BLS updates its documentation in a timely manner.
PMR3-1-6	BLS's process for tracking changes is adequate and complete.

4.0 PMR-4: Metrics Data Integrity Verification and Validation Review

This section provides a summary of the PMR-4: Metrics Data Integrity Verification and Validation Review Test.

4.1 Objective

The objective of this test was to evaluate the integrity of key procedures for processing the data necessary to produce performance metrics.

4.2 Evaluation Methods

The Metrics Data Integrity Test included a checklist of evaluation criteria developed by the test manager during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the Metrics Data Integrity Test.

4.3 Analysis Methods

The information collected from the Metrics Data Integrity Test was analyzed, and the results were assessed employing the evaluation criteria.

4.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-E.4: PMR-4: Metrics Data Integrity Test – Summary Results

Evaluation Criteria – Satisfied	
PMR4-1-2	All of the selected early-stage data were accounted for in the raw data - Pre-Ordering – Average OSS Response Time and Response Interval.
PMR4-2-1	The selected raw data and the corresponding early-stage data agree – Pre-Ordering – OSS Interface Availability.
PMR4-2-2	All of the selected early-stage data were accounted for in the raw data – Pre-Ordering – OSS Interface Availability.
PMR4-6-1	The selected raw data and the corresponding early-stage data agree – Ordering – Speed of Answer in Ordering Center.
PMR4-6-2	All of the selected early-stage data were accounted for in the raw data – Ordering – Speed of Answer in Ordering Center.
PMR4-7-1	The selected raw data and the corresponding early-stage data agree - Provisioning - Mean Held Order Interval and Distribution Intervals.
PMR4-7-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Mean Held Order Interval and Distribution Intervals.
PMR4-8-1	The selected raw data and the corresponding early-stage data agree - Provisioning – Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices.
PMR4-8-2	All of the selected early-stage data were accounted for in the raw data - Provisioning – Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices.

PMR4-9-1	The selected raw data and the corresponding early-stage data agree – Provisioning – Percent Missed Installation Appointments.
PMR4-9-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Percent Missed Installation Appointments.
PMR4-10-1	The selected raw data and the corresponding early-stage data agree - Provisioning - Average Completion Interval/Order Completion Interval Distribution.
PMR4-10-2	All of the selected early-stage data were accounted for in the raw data - Provisioning - Average Completion Interval / Order Completion Interval Distribution.
PMR4-11-1	The selected raw data and the corresponding early-stage data agree – Provisioning – Average Completion Notice Interval.
PMR4-11-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Average Completion Notice Interval.
PMR4-12-1	The selected raw data and the corresponding early-stage data agree – Provisioning – Coordinated Customer Conversions.
PMR4-12-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Coordinated Customer Conversions.
PMR4-13-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Percent Provisioning Troubles within 30 days of Service Order Activity.
PMR4-14-1	The selected raw data and the corresponding early-stage data agree – Provisioning – Total Service Order Cycle Time.
PMR4-14-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Total Service Order Cycle Time.
PMR4-15-1	The selected raw data and the corresponding early-stage data agree – Provisioning – Service Order Accuracy.
PMR4-15-2	All of the selected early-stage data were accounted for in the raw data – Provisioning – Service Order Accuracy.
PMR4-16-1	The selected raw data and the corresponding early-stage data agree – Maintenance & Repair – Missed Repair Appointments.
PMR4-16-2	All of the selected early-stage data were accounted for in the raw data – Maintenance & Repair – Missed Repair Appointments.
PMR4-17-1	The selected raw data and the corresponding early-stage data agree – Maintenance & Repair – Customer Trouble Report Rate.
PMR4-17-2	All of the selected early-stage data were accounted for in the raw data – Maintenance & Repair – Customer Trouble Report Rate.
PMR4-18-1	The selected raw data and the corresponding early-stage data agree – Maintenance & Repair – Maintenance Average Duration.
PMR4-18-2	All of the selected early-stage data were accounted for in the raw data – Maintenance & Repair – Maintenance Average Duration.
PMR4-19-1	The selected raw data and the corresponding early-stage data agree - Maintenance and Repair - Percent Repeat Troubles within 30 days.
PMR4-19-2	All of the selected early-stage data were accounted for in the raw data - Maintenance and Repair - Percent Repeat Troubles within 30 days.
PMR4-20-1	The selected raw data and the corresponding early-stage data agree - Maintenance and Repair - Out of Service > 24 hours.
PMR4-20-2	All of the selected early-stage data were accounted for in the raw data - Maintenance and Repair - Out of Service > 24 hours.

PMR4-21-1	The selected raw data and the corresponding early-stage data agree – Maintenance & Repair – OSS Interface Availability.
PMR4-21-2	All of the selected early-stage data were accounted for in the raw data – Maintenance & Repair – OSS Interface Availability.
PMR4-22-1	The selected raw data and the corresponding early-stage data agree - Maintenance & Repair – OSS Response Interval & Percentages.
PMR4-22-2	All of the selected early-stage data were accounted for in the raw data - Maintenance & Repair – OSS Response Interval & Percentages.
PMR4-23-1	The selected raw data and the corresponding early-stage data agree - Maintenance & Repair – Average Answer Time for Repair Centers.
PMR4-23-2	All of the selected early-stage data were accounted for in the raw data - Maintenance & Repair – Average Answer Time for Repair Centers.
PMR4-24-1	The selected raw data and the corresponding early-stage data agree – Billing – Invoice Accuracy.
PMR4-24-2	All of the selected early-stage data were accounted for in the raw data – Billing – Invoice Accuracy.
PMR4-25-1	The selected raw data and the corresponding early-stage data agree – Billing – Mean Time to Deliver Invoices.
PMR4-25-2	All of the selected early-stage data were accounted for in the raw data – Billing – Mean Time to Deliver Invoices.
PMR4-26-1	The selected raw data and the corresponding early-stage data agree – Billing – Usage Data Deliver Accuracy.
PMR4-26-2	All of the selected early-stage data were accounted for in the raw data – Billing – Usage Data Deliver Accuracy.
PMR4-27-1	The selected raw data and the corresponding early-stage data agree – Billing – Usage Data Delivery Completeness.
PMR4-27-2	All of the selected early-stage data were accounted for in the raw data – Billing – Usage Data Delivery Completeness.
PMR4-28-1	The selected raw data and the corresponding early-stage data agree – Billing – Usage Data Delivery Timeliness.
PMR4-28-2	All of the selected early-stage data were accounted for in the raw data – Billing – Usage Data Delivery Timeliness.
PMR4-29-1	The selected raw data and the corresponding early-stage data agree – Billing – Mean Time to Deliver Usage.
PMR4-29-2	All of the selected early-stage data were accounted for in the raw data – Billing – Mean Time to Deliver Usage.
PMR4-30-1	The selected raw data and the corresponding early-stage data agree - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).
PMR4-30-2	All of the selected early-stage data were accounted for in the raw data - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).
PMR4-31-1	The selected raw data and the corresponding early-stage data agree - Operator Services (Toll) and Directory Assistance – Percent Answered within “X” Seconds (Toll).
PMR4-31-2	All of the selected early-stage data were accounted for in the raw data - Operator Services (Toll) and Directory Assistance – Percent Answered within “X” Seconds (Toll).
PMR4-32-1	The selected raw data and the corresponding early-stage data agree - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA).

PMR4-32-2	All of the selected early-stage data were accounted for in the raw data - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (DA).
PMR4-33-1	The selected raw data and the corresponding early-stage data agree - Operator Services (Toll) and Directory Assistance – Percent Answered within “X” Seconds (DA).
PMR4-33-2	All of the selected early-stage data were accounted for in the raw data - Operator Services (Toll) and Directory Assistance – Percent Answered within “X” Seconds (DA).
PMR4-34-1	The selected raw data and the corresponding early-stage data agree – E911 Timeliness.
PMR4-34-2	All of the selected early-stage data were accounted for in the raw data – E911 Timeliness.
PMR4-35-1	The selected raw data and the corresponding early-stage data agree – E911 Accuracy.
PMR4-35-2	All of the selected early-stage data were accounted for in the raw data – E911 Accuracy.
PMR4-36-1	The selected raw data and the corresponding early-stage data agree – E911 Mean Interval.
PMR4-36-2	All of the selected early-stage data were accounted for in the raw data – E911 Mean Interval.
PMR4-37-1	The selected raw data and the corresponding early-stage data agree – Trunk Group Performance – Aggregate.
PMR4-37-2	All of the selected early-stage data were accounted for in the raw data – Trunk Group Performance – Aggregate.
PMR4-38-2	All of the selected early-stage data were accounted for in the raw data – Trunk Group Performance – Trunk Group Service Report.
PMR4-39-2	All of the selected early-stage data were accounted for in the raw data – Trunk Group Performance – Trunk Group Service Detail.
PMR4-40-1	The selected raw data and the corresponding early-stage data agree – Collocation – Average Response Time.
PMR4-40-2	All of the selected early-stage data were accounted for in the raw data – Collocation – Average Response Time.
PMR4-41-1	The selected raw data and the corresponding early-stage data agree – Collocation – Average Arrangement Time.
PMR4-41-2	All of the selected early-stage data were accounted for in the raw data – Collocation – Average Arrangement Time.
PMR4-42-1	The selected raw data and the corresponding early-stage data agree – Collocation – Percent of Due Dates Missed.
PMR4-42-2	All of the selected early-stage data were accounted for in the raw data – Collocation – Percent of Due Dates Missed.
PMR4-43-1	BLS's data transfer processes are adequate and complete.
PMR4-44-1	The internal controls on data transfer processes are adequate and complete.
Evaluation Criteria – Not Complete	
PMR4-1-1	The selected raw data and the corresponding early-stage data agree - Pre-Ordering – Average OSS Response Time and Response Interval.
PMR4-3-1	The selected raw data and the corresponding early-stage data agree – Ordering – Percent Rejected Service Requests.
PMR4-3-2	All of the selected early-stage data were accounted for in the raw data – Ordering – Percent Rejected Service Requests.
PMR4-4-1	The selected raw data and the corresponding early-stage data agree – Ordering – Reject Interval.

PMR4-4-2	All of the selected early-stage data were accounted for in the raw data – Ordering – Reject Interval.
PMR4-5-1	The selected raw data and the corresponding early-stage data agree – Ordering – Firm Order Confirmation Timeliness.
PMR4-5-2	All of the selected early-stage data were accounted for in the raw data – Ordering – Firm Order Confirmation Timeliness.
PMR4-13-1	The selected raw data and the corresponding early-stage data agree – Provisioning – Percent Provisioning Troubles within 30 days of Service Order Activity.
PMR4-38-1	The selected raw data and the corresponding early-stage data agree – Trunk Group Performance – Trunk Group Service Report.
PMR4-39-1	The selected raw data and the corresponding early-stage data agree – Trunk Group Performance – Trunk Group Service Detail.

5.0 PMR-5: Metrics Calculation and Reporting Verification and Validation Review

This section provides a summary of the PMR-5: Metrics Calculation and Reporting Verification and Validation Review Test.

5.1 Objective

The objective of this test was to evaluate the accuracy of metrics calculations and reports.

5.2 Evaluation Methods

The Metrics Calculation and Reporting Test included a checklist of evaluation criteria developed by the test manager during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the Metrics Calculation and Reporting Test.

5.3 Analysis Methods

The data collected from the Calculation and Reporting Test were analyzed, and the results were assessed employing test-specific evaluation criteria.

5.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-E.5: PMR-5: Calculation and Reporting Test – Summary Results

Evaluation Criteria – Satisfied	
PMR-5-1-1	BLS reports are correctly disaggregated and complete – Ordering – Percent Rejected Service Requests.

PMR-5-1-2	KCI-calculated SQM values agree with BLS-reported SQM values – Ordering – Percent Rejected Service Requests.
PMR-5-2-1	BLS reports are correctly disaggregated and complete – Ordering – Reject Interval.
PMR-5-2-2	KCI-calculated SQM values agree with BLS-reported SQM values – Ordering – Reject Interval.
PMR-5-3-1	BLS reports are correctly disaggregated and complete – Ordering – Firm Order Confirmation Timeliness.
PMR-5-3-2	KCI-calculated SQM values agree with BLS-reported SQM values – Ordering – Firm Order Confirmation Timeliness.
PMR-5-4-1	BLS reports are correctly disaggregated and complete – Ordering – Speed of Answer in Ordering Center.
PMR-5-4-2	KCI-calculated SQM values agree with BLS-reported SQM values – Ordering – Speed of Answer in Ordering Center.
PMR-5-5-1	BLS reports are correctly disaggregated and complete – Provisioning – Mean Held Order Interval and Distribution Intervals.
PMR-5-5-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Mean Held Order Interval and Distribution Intervals.
PMR-5-6-1	BLS reports are correctly disaggregated and complete – Provisioning – Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices.
PMR-5-6-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices.
PMR-5-7-1	BLS reports are correctly disaggregated and complete – Provisioning – Percent Missed Installation Appointments.
PMR-5-7-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Percent Missed Installation Appointments.
PMR-5-8-1	BLS reports are correctly disaggregated and complete – Provisioning – Average Completion Interval/Order Completion Interval Distribution.
PMR-5-8-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Average Completion Interval/Order Completion Interval Distribution.
PMR-5-9-1	BLS reports are correctly disaggregated and complete – Provisioning – Average Completion Notice Interval.
PMR-5-9-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Average Completion Notice Interval.
PMR-5-10-1	BLS reports are correctly disaggregated and complete – Provisioning – Coordinated Customer Con versions.
PMR-5-10-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Coordinated Customer Con versions.
PMR-5-11-1	BLS reports are correctly disaggregated and complete – Provisioning – Percent Provisioning Troubles within 30 days of Service Order Activity.
PMR-5-12-1	BLS reports are correctly disaggregated and complete – Provisioning – Total Service Order Cycle Time.
PMR-5-12-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Total Service Order Cycle Time.

PMR-5-13-1	BLS reports are correctly disaggregated and complete – Maintenance & Repair – Missed Repair Appointments.
PMR-5-13-2	KCI-calculated SQM values agree with BLS-reported SQM values – Maintenance & Repair – Missed Repair Appointments.
PMR-5-14-1	BLS reports are correctly disaggregated and complete – Maintenance & Repair – Customer Trouble Report Rate.
PMR-5-14-2	KCI-calculated SQM values agree with BLS-reported SQM values – Maintenance & Repair – Customer Trouble Report Rate.
PMR-5-15-1	BLS reports are correctly disaggregated and complete – Maintenance & Repair – Maintenance Average Duration.
PMR-5-15-2	KCI-calculated SQM values agree with BLS-reported SQM values – Maintenance & Repair – Maintenance Average Duration.
PMR-5-16-1	BLS reports are correctly disaggregated and complete – Maintenance & Repair – Percent Repeat Troubles within 30 days.
PMR-5-16-2	KCI-calculated SQM values agree with BLS-reported SQM values – Maintenance & Repair – Percent Repeat Troubles within 30 days.
PMR-5-17-1	BLS reports are correctly disaggregated and complete – Maintenance & Repair – Out of Service > 24 hours.
PMR-5-17-2	KCI-calculated SQM values agree with BLS-reported SQM values – Maintenance & Repair – Out of Service > 24 hours.
PMR-5-18-1	BLS reports are correctly disaggregated and complete – Billing – Invoice Accuracy.
PMR-5-18-2	KCI-calculated SQM values agree with BLS-reported SQM values – Billing – Invoice Accuracy.
PMR-5-19-1	BLS reports are correctly disaggregated and complete – Billing – Mean Time to Deliver Invoices.
PMR-5-19-2	KCI-calculated SQM values agree with BLS-reported SQM values – Billing – Mean Time to Deliver Invoices.
PMR-5-20-1	BLS reports are correctly disaggregated and complete – Billing – Usage Data Delivery Accuracy.
PMR-5-20-2	KCI-calculated SQM values agree with BLS-reported SQM values – Billing – Usage Data Delivery Accuracy.
PMR-5-21-1	BLS reports are correctly disaggregated and complete – Billing – Usage Data Delivery Completeness.
PMR-5-21-2	KCI-calculated SQM values agree with BLS-reported SQM values – Billing – Usage Data Delivery Completeness.
PMR-5-22-1	BLS reports are correctly disaggregated and complete – Billing – Usage Data Delivery Timeliness.
PMR-5-22-2	KCI-calculated SQM values agree with BLS-reported SQM values – Billing – Usage Data Delivery Timeliness.
PMR-5-23-1	BLS reports are correctly disaggregated and complete – Billing – Mean Time to Deliver Usage.
PMR-5-23-2	KCI-calculated SQM values agree with BLS-reported SQM values – Billing – Mean Time to Deliver Usage.
PMR-5-24-1	BLS reports are correctly disaggregated and complete – Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).

PMR-5-24-2	KCI-calculated SQM values agree with BLS-reported SQM values - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll).
PMR-5-25-1	BLS reports are correctly disaggregated and complete - Operator Services (Toll) and Directory Assistance – Percent Answered within “X” Seconds–(Toll).
PMR-5-25-2	KCI-calculated SQM values agree with BLS-reported SQM values - Operator Services (Toll) and Directory Assistance – Percent Answered within “X” Seconds–(Toll).
PMR-5-26-1	BLS reports are correctly disaggregated and complete - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Directory Assistance).
PMR-5-26-2	KCI-calculated SQM values agree with BLS-reported SQM values - Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Directory Assistance).
PMR-5-27-1	BLS reports are correctly disaggregated and complete - Operator Services (Toll) and Directory Assistance – Percent Answered within “X” Seconds (Directory Assistance).
PMR-5-27-2	KCI-calculated SQM values agree with BLS-reported SQM values - Operator Services (Toll) and Directory Assistance – Percent Answered within “X” Seconds (Directory Assistance).
PMR-5-28-1	BLS reports are correctly disaggregated and complete – E911 - Timeliness.
PMR-5-28-2	KCI-calculated SQM values agree with BLS-reported SQM values – E911 - Timeliness.
PMR-5-29-1	BLS reports are correctly disaggregated and complete – E911 - Accuracy.
PMR-5-29-2	KCI-calculated SQM values agree with BLS-reported SQM values – E911 - Accuracy.
PMR-5-30-1	BLS reports are correctly disaggregated and complete – E911 – Mean Interval.
PMR-5-30-2	KCI-calculated SQM values agree with BLS-reported SQM values – E911 – Mean Interval.
PMR-5-31-1	BLS reports are correctly disaggregated and complete – Trunk Group Performance – Aggregate.
PMR-5-31-2	KCI-calculated SQM values agree with BLS-reported SQM values – Trunk Group Performance – Aggregate.
PMR-5-32-1	BLS reports are correctly disaggregated and complete – Trunk Group Performance – Trunk Group Service Report.
PMR-5-32-2	KCI-calculated SQM values agree with BLS-reported SQM values – Trunk Group Performance – Trunk Group Service Report.
PMR-5-33-1	BLS reports are correctly disaggregated and complete – Trunk Group Performance – Trunk Group Service Detail.
PMR-5-33-2	KCI-calculated SQM values agree with BLS-reported SQM values – Trunk Group Performance – Trunk Group Service Detail.
PMR-5-34-1	BLS reports are correctly disaggregated and complete – Collocation – Average Response Time.
PMR-5-34-2	KCI-calculated SQM values agree with BLS-reported SQM values – Collocation – Average Response Time.
PMR-5-35-1	BLS reports are correctly disaggregated and complete – Collocation – Average Arrangement Time.
PMR-5-35-2	KCI-calculated SQM values agree with BLS-reported SQM values – Collocation – Average Arrangement Time.
PMR-5-36-1	BLS reports are correctly disaggregated and complete – Collocation – Percent of Due Dates Missed.

PMR-5-36-2	KCI-calculated SQM values agree with BLS-reported SQM values – Collocation – Percent of Due Dates Missed.
Evaluation Criteria – Not Complete	
PMR-5-11-2	KCI-calculated SQM values agree with BLS-reported SQM values – Provisioning – Percent Provisioning Troubles within 30 days of Service Order Activity.

6.0 PMR-6: Statistical Evaluation of Transactions Test Metrics

This section provides a summary of the PMR-6: Statistical Evaluation of Transactions Test Metrics.

6.1 Objective

The objective of this test was to compare the transactions test metric values to standards set forth by the Georgia Public Service Commission (GPSC). These standards were provided by the GPSC at detailed levels of disaggregation, and took the form of comparable BellSouth retail values (for parity tests), or benchmarks.

6.2 Evaluation Methods

The Statistical Evaluation of Transactions Test Metrics included a checklist of evaluation criteria developed by the test manager during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the Statistical Evaluation.

6.3 Analysis Methods

The data collected from the Statistical Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

6.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-E.6: PMR-6: Statistical Evaluation– Summary Results

Evaluation Criteria – Satisfied	
PMR6-1-1	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for resale ordering.
PMR6-1-3	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for resale maintenance and repair.

PMR6-1-4	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for resale billing.
PMR6-2-3	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for UNE maintenance and repair.
PMR6-2-4	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for UNE billing.
Evaluation Criteria – Not Satisfied	
PMR6-1-2	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for resale provisioning.
PMR6-2-1	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for UNE ordering.
PMR6-2-2	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for UNE provisioning.
PMR6-3-1	The test CLEC performance exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for flow-through.
Evaluation Criteria – Not Complete	
PMR6-3-2	The test CLEC performance met or exceeded the parity level or benchmark standard (or was statistically equivalent) for the levels of disaggregation tested for flow-through.