EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Calculations Verification and Validation Review (PMR-5).

Exception:


Background:

SQMs are calculated to illustrate BellSouth’s Operational Support System performance. Each month, as mandated by the Georgia Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Georgia.\(^1\) BellSouth provides CLEC Aggregate processed data\(^2\) (PMAP raw data\(^3\)) as needed to KPMG Consulting.

Issue:

KPMG Consulting was unable to replicate the BellSouth reported values for the “Ordering: Acknowledgement Message Timelines” SQM Report. The discrepancies are listed in the following table.

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\(^1\) These reports are posted on the PMAP Web site.

\(^2\) The term “processed data” refers to the data used to validate SQM calculations. For certain SQMs, BellSouth uses the term “PMAP raw data.”

\(^3\) The PMAP Raw Data User Manual includes instructions to calculate SQM values for certain reports. BellSouth publishes the Manual and corresponding processed data to provide to CLECs the ability to calculate their SQM values independently and thus verify the reports. The Manual is posted and updated on the PMAP site. KPMG Consulting relied on the September 25, 2001 version 2.1.09 of the Manual.
Impact:

CLECs rely on BellSouth’s performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. KPMG Consulting’s inability to replicate report values signifies that the accuracy of BellSouth’s calculations for the “Ordering: Acknowledgement Message Timeliness” SQM may be in question. Without accurate SQMs, CLECs are unable to assess the quality of service received or plan for future business activities reliably.