Date: February 05, 2002

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:

BellSouth's Raw Data User's Manual (RDUM) does not provide sufficient instructions for replicating values in the "Provisioning: % Completions/Attempts without Notice or <24 Hours Notice" Service Quality Measurement (SQM) report for the CLEC Aggregate.

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 found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.

KPMG Consulting discovered that the computation instructions for the "Provisioning: % Completions/Attempts without Notice or <24 Hours Notice" SQM are insufficient for calculating metrics values.

BellSouth's instructions in the Raw Data User Manual do not address how users should distinguish between the following levels of disaggregation listed below:

- Resale Residence
- Resale Business
- Resale Design

[1] These reports are posted on the PMAP Website.
[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 Aug 30, 2001 version 2.1.08 of the Manual.

- Resale PBX
- Resale Centrex
- Resale ISDN
- Resale Residence and Business (POTS)
- 2W Analog Loop Non-Design
- 2W Analog Loop Non-Design DP-IN
- 2W Analog Loop w/LNP – Non-Design
- 2W Analog Loop w/LNP – Non-Design DP-IN
- 2W Analog Loop w/INP – Non-Design
- 2W Analog Loop Design
- 2W Analog Loop w/LNP – Design
- 2W Analog Loop w/INP – Design
- LNP (Standalone)
- INP (Standalone)
- UNE Digital Loop < DSI
- UNE Digital Loop >= DSI
- UNE Loop + Port Combinations
- UNE Loop + Port Combinations Non-Design SBO
- UNE Loop + Port Combinations Non-Design DP-IN
- UNE xDSL Without Conditioning
- UNE xDSL With Conditioning
- UNE xDSL (HDSL, ADSL, and UCL)
- UNE ISDN
- UNE Line Sharing
- UNE Other Design
- UNE Other Non-Design
- Local Transport (Unbundled Interoffice Transport)
- Local Interconnection Trunks

KPMG Consulting has observed for other metrics that the levels of disaggregation were designated by the prod_desc (product description) and prod_id (product id) fields. However, upon review of the Glossary of Field Names and Descriptions by the Raw Data File entry for the 'Provisioning: % Completions/Attempts without Notice or <24 Hours Notice " SQM, KPMG Consulting observed that the prod_desc and prod_id fields are not part of the raw data file.

Without adequate instructions, KPMG Consulting is unable to replicate metric values for This SQM.

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 "Provisioning: % Completions/Attempts without Notice or <24 Hours Notice" SQM may be in question. Without accurate documentation, CLECs could be unable to assess the quality of service received or plan for future business activities reliably.