April 29, 2002

DRAFT EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Data Integrity Verification and Validation Review (PMR4).

Exception:

BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process that go into the calculation of the fully mechanized orders for the "Ordering: Percent Rejected Service Requests (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data (PMR4).

Background:

Service Quality Measurements (SQMs) are calculated to illustrate BellSouth's Operational Support System (OSS) performance. The Georgia Public Service Commission has mandated that BellSouth publish monthly performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Georgia.

Issue:

As part of the BellSouth-Georgia OSS Evaluation, KPMG Consulting tested the integrity of metrics-related data as it flowed from the Legacy/Source systems to BARNEY and then to the NODS stage of the PMAP process. KPMG Consulting tested data that was used for the calculation of the "Ordering: Percent Rejected Service Requests (Non-Trunks)" SQM for fully mechanized records and found that BellSouth was incorrectly excluding records between BARNEY Snapshots and the NODS data used to calculate the SQM.

The excluded records were orders that had actually been rejected based on BellSouth's business rules provided to KPMG Consulting and should have been included in the data set used to calculate the "Ordering: Percent Rejected Service Requests (Non-Trunks)" SQM for fully mechanized records. The following table identifies the SQM report and the PMAP Raw Data tables (June 2001) affected:

	SQM Name	PMAP Raw Data Table Name	Number of records incorrectly excluded
1	Ordering: Percent Rejected Service Requests (Non-Trunks)-fully mechanized records	Ordering: Reject Interval and Percent Reject by Interval	439[1]

Impact:

CLECs rely on BellSouth's performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. If BellSouth incorrectly excludes records that should be included in calculating the "Ordering: Percent Rejected Service Requests (Non-Trunks)" SQM, the reported values may not accurately reflect the actual quality of service provided. Without accurate and complete data sets, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

[1] The transactions are proprietary and will be provided to BellSouth and the Georgia Public Service Commission separately.