BELLSOUTH RESPONSE TO GA EXCEPTION 158

BELLSOUTH

GA Exception #158

August 07, 2002

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:

KPMG Consulting found that the average value for response intervals were different for certain categories when comparing the Legacy source extracts data to the corresponding RADS snapshots for the RNS system for data used in the calculation of "Operation Support Systems (OSS): Average Response Time and Response Interval (Pre-Ordering/Ordering)" Service Quality Measurements (SQM) for March 2002 data.

Background:

Service Quality Measurements (SQMs) are calculated to illustrate BellSouth's Operational Support System performance. The Georgia Public Service Commission mandates 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:

KPMG Consulting tested the integrity of metric-related data as it flowed from the Legacy/Source systems to the RADS stage of the PMAP process. KPMG Consulting tested data that was used for the calculation of the "Operation Support Systems (OSS): Average Response Time and Response Interval (Pre-Ordering/Ordering)" by comparing data extracted from the RNS Legacy system and the corresponding snapshots in RADS and found significant differences in the averages for response interval values for certain categories.

The following table identifies the discrepancies found between the source and snapshot data (March 2002) and the associated categories:

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	SOURCE DATA	RADS SNAPSHOT DATA
Category Code	Average response time (In milliseconds)	Average response time (In milliseconds)
ATLASTN	3298.427893610437000	1328.23429426761
DSAPDDI	2.220231537998261	0.684410323484307
OASISLPC	649.153312081098000	0.487116185327561
RSAGADDR	3263.286901320985000	710.700215896725
RSAGTEL	4833.106877895590000	1438.1295952352

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 SQMs, the reported values would 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.

BellSouth Response:

BellSouth has corrected the issue of the calculation differences between the source data and the RADS snapshot for the RNS system. KPMG can retest this source system beginning with June 2002 data.