# BELLSOUTH AMENDED RESPONSE TO GA EXCEPTION 178

GA Exception #178

December 19, 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:**

**BellSouth incorrectly excludes data between the snapshots and the Datamart stages of the PMAP process that go into the calculation of "Maintenance & Repair: Maintenance Average Duration" Service Quality Measurement (SQM) for April 2002 data (PMR4).**

**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 Competitive Local Exchange Carriers (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 Regulatory Ad-Hoc Database System (RADS) warehouse to the Datamart stage of the Performance Measurement Analysis Platform (PMAP) process. KPMG Consulting tested data that was used for the calculation of the "Maintenance & Repair: Maintenance Average Duration" SQM and found that BellSouth was incorrectly excluding data for certain records from the Loop Maintenance Operating System (LMOS) system[1].

**Impact:**

If BellSouth incorrectly excludes records that should be included in calculating the "Maintenance & Repair: Maintenance Average Duration" SQM, 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.

[1] These transactions are proprietary. A sample of records will be provided to BellSouth and the Georgia Public Service Commission.

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**BellSouth Response:**

BellSouth performed a data analysis on the list of tickets provided by KPMG and determined that these tickets were excluded from the Data Marts for the Maintenance & Repair: Maintenance Average Duration SQM for the following reasons:

- 1 ticket was closed in April and therefore should not be included in the May 2002 data
- 6 tickets have an invalid Wire Frame Code; therefore a wire center could not be identified. BellSouth has entered RQ1176, which will be implemented with September data, to create a new Wire Frame Code lookup table to better handle this type lookup
- 2 tickets were excluded because they were duplicate records. RQ2054 has been entered to address this issue. This Test Director has not been scheduled for a release at this time.
- 869 tickets were excluded because the MAN field did not contain a U or a C. Without the MAN field correctly populated the record cannot be determined to be a BellSouth or CLEC customer. BellSouth is currently conducting a LMOS cleanup process that will better identify whether the ticket is for a BellSouth or CLEC customer. This effort should be completed beginning with August data.
- 3 tickets have a Closed Date of null and therefore were not included in the raw data
- 2 tickets contain a disposition code of 12 (CPE trouble) and have been excluded.

**BellSouth Amended Response:**

BellSouth has scheduled RQ2054 to be implemented with February 2003 data.