# EXCEPTION 184 CLOSURE REPORT

BellSouth Georgia OSS Testing

Date: June 2, 2003

**EXCEPTION CLOSURE 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's duration calculations for "Provisioning: Total Service Order Cycle Time (TSOCT)" Service Quality Measurement (SQM) are inaccurate for April 2002 data (PMR4).**

**Summary of Exception:**

BearingPoint 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 PMAP process. BearingPoint tested data that was used for the calculation of the "Provisioning: Total Service Order Cycle Time" SQM and found that BellSouth was incorrectly calculating durations for certain records used in this SQM.

**Summary of BellSouth's Response:**

In the Response to Exception 184, BellSouth stated the discrepancies were due to negative intervals and would be addressed with RQ2246. BellSouth later stated that RQ2246 would be implemented with March 2003 data[1].

**BearingPoint Re-test Results:**

None.

**Exception 184 is no longer within test scope since the "Provisioning: Total Service Order Cycle Time" SQM was deleted from the Georgia Performance Metrics, beginning with March 2003 data. BearingPoint, with the concurrence of the Georgia Public Service Commission, closes Exception 184.**

[1] BellSouth Amended Response to Exception 184, February 21, 2003. Page 2.



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