AMENDED EXCEPTION 198

BellSouth Georgia OSS Testing

Date: June 12, 2003

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Remedy Data Integrity Review. (PMR7.4)

Exception:

BellSouth incorrectly excludes data between the Snaprads and the Datamart stages of the Performance Measurement Analysis Platform (PMAP) process that go into the calculation of the Interconnection trunks for the "Ordering: Firm Order Confirmation Timeliness" Service Quality Measurement (SQM) for May 2002 data (PMR4).

Background:

Self-Effectuating Enforcement Mechanism (SEEM) reports are created to illustrate BellSouth's Operational Support System enforcement mechanism. Each month, as mandated by the Georgia Public Service Commission, BellSouth publishes SEEM reports of remedy values for Competitive Local Exchange Carriers (CLEC) engaged in business activity with BellSouth in the State of Georgia and for the Georgia Public Service Commission.

Issue:

BearingPoint tested the integrity of metric-related data as it flowed from the Regulatory Ad-Hoc Database System (RADS) warehouse to the Data Mart stage of the PMAP process. BearingPoint tested data that was used for the calculation of the Ordering - Firm Order Confirmation Timeliness SQM and found that BellSouth was incorrectly excluding interconnect trunks data that goes into the calculation of the metric.

BellSouth Response:

BellSouth investigated the PONs provide by BearingPoint for this Exception and concluded that all PONs were in the FOC Timeliness Trunks raw data mart and had been FOC'd.

BellSouth additionally identified an issue with negative intervals showing up in the FOC Timeliness – Trunks data. BellSouth is currently testing a proposed solution. Once testing is complete a RQ can be specifically entered for the FOC Timelines – Trunks measure. BellSouth will notify BearingPoint when this RQ is entered and of the implementation date.

BellSouth Amended Response:

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BellSouth has entered RQ2686 into Test Director to correct the negative intervals for the FOC Timeliness – Trunks measure. BellSouth will notify BearingPoint when this RQ is scheduled and the implementation date.

BellSouth 2nd Amended Response:

BellSouth has scheduled RQ2686 to be implemented with March 2003 data.

BellSouth 3rd Amended Response:

BellSouth had to modify the Java message that parses and loads the data into RADS due to Exact 10.4 release on March 9th. It has been determined that there was an error in this Java message that was causing some records to have null PONS. This error has been corrected and correction will be reflected with the April 2003 data.

Amendment:

Since the PMR4 test has concluded, BearingPoint reclassifies the issue identified in Exception 198 as a Remedy Data Integrity (PMR7.4) issue.

Impact:

CLECs and the GPSC rely on BellSouth's SEEM reports to assess the remedies, if applicable, to be paid to them. BellSouth's incorrect exclusion of records may signify that BellSouth's remedy calculation for "Ordering: Firm Order Confirmation Timeliness" is inaccurate. Without accurate SEEM reports, CLECs and the GPSC might not be paid correct remedy amounts by BellSouth.

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