BELLSOUTH AMENDED RESPONSE TO GA AMENDED EXCEPTION 206

GA Amended Exception #206

July 8, 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:

BearingPoint is unable to replicate the reported "Firm Order Completion and Reject Response Completeness" Tier I and Tier II numerator and denominator values for May 2002 data.

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 (CLECs) engaged in business activity with BellSouth in the State of Georgia and for the Georgia Public Service Commission.

Issue:

BearingPoint is unable to replicate the BellSouth Tier I and Tier II numerator and denominator values for "Firm Order Completion and Reject Response Completeness". The discrepancies are listed in the following tables:

Table 1: Tier I Discrepancies for May 2002

			BearingPoint Calculated Values		BLS Reported Values (PARIS)	
ITEM	Year/Month	CMPNY_KEY	Numerator (Responses >= 1)	Denominator (Total Service Requests)	Numerator (BM_NUMR_VL)	Denominator (BM_DENM_VL)
1	200205	23633	31829	33140	32112	32112
2	200205	23782	3	4	3	3
3	200205	23804	2	3	2	2
4	200205	23586	3873	3942	4224	4224
5	200205	23580	116	119	120	120
6	200205	23806	463	473	464	464

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Table 2: Tier II Discrepancies for May 2002

		BearingPoint Calculated Values		BLS Reported Values (PARIS)	
ITEM	Year/Month	Numerator (Responses >= 1)	Denominator (Total Service Requests)	Numerator (BM_NUMR_VL)	Denominator (BM_DENM_VL)
1	200205	113387	116612	114429	114429

On page 43 of the Raw Data User Manual (RDUM) Version 4.1 Release – June 28 2002, Step 4 states the following in order to calculate the denominator for Firm Order Confirmation and Reject Response Completeness:

> "Count the number of records that meet the selected criteria above. This is the Denominator/Volume for (Multiple Response) service request."

The "selected criteria above" includes filtering on mechztn_cd, ocn_cd, acna_cd, and st_cd.

On page C4-6 of the "PARIS Calculations in Georgia & Louisiana (Version 1.0)" documentation the following is stated:

> "Percent response is determined by… dividing by the number of Local Service Requests (all versions) received in the reporting period."

The reported BM_DENM_VL values for items 1-6 from Table 1 and item 1 from Table 2 do not sum the total number of Local Service Requests received in the reporting period as mentioned in the RDUM version 4.1. It appears that only records in the data set that have a resp_cnt >=1 are included in the denominator (BM_DENM_VL) in the BNMRK_SCORE_FCT_REPORT[1] table in the PARIS database.

BearingPoint is unable to determine the cause of the numerator discrepancies at this time.

<u>BellSouth Response:</u>

BellSouth has identified an issue with the current method of calculating the "Firm Order Completion and Reject Response Completeness" measurement. Incorrect numerator and denominator totals are generated because the SR_TRANSITION_HIST table does not contain histories for all service requests and contains multiple entries for others. RQ3004 has been entered into TestDirector to correct this problem for the Firm Order Completion and Reject Response Completeness measurement. BellSouth will notify BearingPoint when this RQ is scheduled and the implementation date.

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[1] *"The BNMRK_SCORE_FCT_REPORT table contains the official results for the current month that are used for validation." – Page D1-4 of PARIS Calculations in Georgia & Louisiana (Version 1.0).*

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Amendment:

BearingPoint found that the issue identified in Exception 206 should be reclassified as a Remedy Data Integrity (PMR7.4) issue.

BearingPoint understands that in order to calculate the SQM results, no join with the SR_TRANSITION_HIST table is used. SEEMs calculations, however, use a join with SR_TRANSITION_HIST table to calculate O-11 results. The join with the SR_TRANSITION_HIST table results in inaccurate SEEMs results.

BearingPoint believes that the filters applied to calculate SQM results do not mirror the filters applied to calculate SEEMs results between the Warehouse and DataMart. BellSouth's SEEM calculations should be consistent with its SQM calculations.

This different exclusion affects the reporting of SEEM results for other data months as well.

Impact:

CLECs and the state commission rely on BellSouth's SEEM reports to assess the remedies, if applicable, to be paid to them. BearingPoint's inability to replicate BellSouth's reported Tier I and Tier II numerator and denominator values may signify that BellSouth's remedy calculation for "Firm Order Completion and Reject Response Completeness" is inaccurate. Without accurate SEEM Reports, CLECs and the state commission might not be paid correct remedy amounts by BellSouth.

BellSouth Response:

BellSouth has scheduled RQ3004 to be implemented with March 2003 data.

BellSouth Amended Response:

The PARIS rerun, currently in progress, has impacted the changes scheduled to be implemented with the March 2003 data month. This rerun is anticipated to complete in the mid-July timeframe and results will be posted at that time. This is an estimated completion date and BearingPoint will be notified when the reruns are completed.